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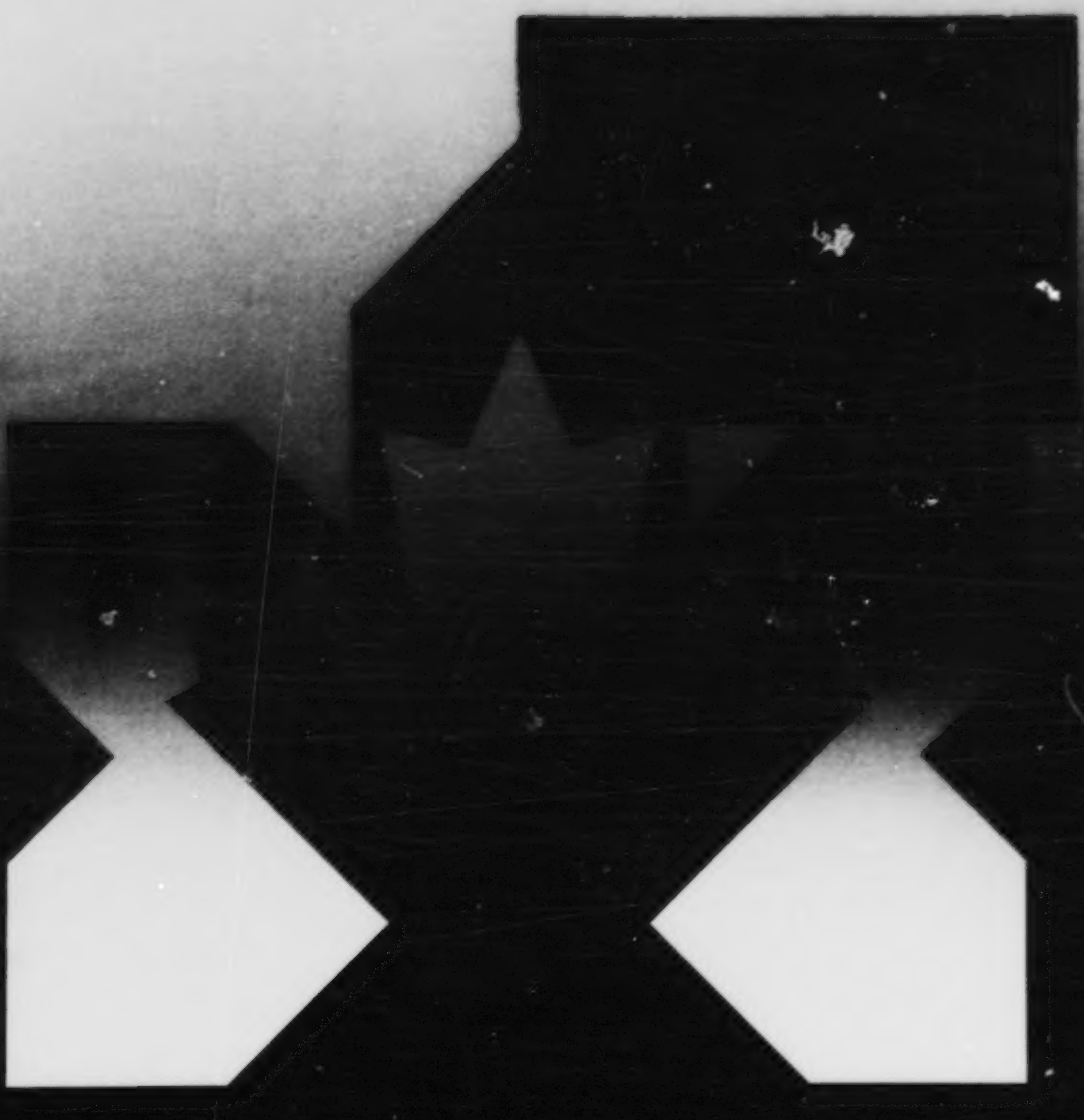

Canada

CONSUMER INFORMATION REPORT ON RENOVATION

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CONSUMER INFORMATION REPORT ON RENOVATION

Consumers' Association of Canada

March, 1989

EXECUTIVE SUMMARY

This survey provides a high quality "snapshot" of renovation material available to Canadian consumers. It is not a true statistical study. It reveals that homeowners have access to a wealth of well researched information, but it also demonstrates that access is not universal. This is true in two respects: availability of material is not consistent in all regions; and subject selection appears to be controlled not by consumer demand but by provider mandate and interest. Building material manufacturers provide material aimed at marketing specific products. An inordinate amount of material on energy conservation is generated by federal and provincial energy departments. At the same time, practical advice on the rehabilitation of older homes in urban areas - to choose one example from the survey - is virtually unavailable.

More work needs to be done on ways to achieve a better match between information supply and demand. The survey pointed to two information sources that did a better-than-average job of responding to consumer needs: building supply retailers, and educational institutions offering renovation course/seminars. Building supply retailers provide a wide range of information, reflecting a varied sales inventory. CMHC should consider cooperating with chains such as Beaver Lumber to improve the quality of the retailers' information (more depth), and to provide more distribution points for the CMHC's own literature.

Renovation course/seminars appear to match information demands identified in the National Housing Study more closely than any other material surveyed. CMHC should consider cooperating with school boards and community colleges offering such courses to distribute CMHC literature as part of course material. CMHC should monitor curricula to focus more closely on consumer demands for information. This report also recommends an independent survey of homeowners and landlords to determine information needs.

CMHC should consider other joint arrangements with successful producers of information to improve the quality of material and to make regional distribution more consistent. Provincial government departments were the largest providers of printed material at (36) per cent of the survey total; industry supplied (31) per cent. By comparison, the federal government supplied (20) per cent. Ontario produced by far the most publications, followed by Alberta, British Columbia and Saskatchewan. New Brunswick, the Yukon and P.E.I. produced the least.

The survey revealed a high volume of audio-visual material, particularly pre-recorded videotapes. The biggest producers of videos came from industry (39 per cent), particularly the video industry. The federal government, largely through Energy, Mines and Resources Canada, produced (35) per cent of the videos catalogued, often in joint ventures with the video production industry. Other joint productions involved the federal government and building suppliers. Despite their high initial cost, videos are seen as an excellent way to convey detailed information and can be easily duplicated. This report recommends that CMHC videos be distributed through public libraries.

This survey, viewed in light of the National Housing Survey, seems to indicate that the renovation problem in Canada comes not so much from a lack of information as from a lack of awareness and motivation. The over-abundance of material relating to energy conservation has its roots in the energy crisis of the 1970s. No such crisis has been identified in housing, although it is clear that one exists, or will exist. CMHC efforts should be focused on creating awareness of the renovation crisis and on influencing owners to act to correct problems. This can be achieved through direct mail and mass media, although CMHC will need to look for creative ways to gain access to the media cheaply. CMHC should also establish two-way communications with consumers through the use of toll-free information and referral numbers. Except where specific information needs have already been firmly established, production of renovation material should be put on hold until consumer demand is more clearly defined through the various methods suggested in this report.

INTRODUCTION

The Research Department of the Consumers' Association of Canada (CAC) is pleased to present Canada Mortgage and Housing Corporation with this report on renovation material available to Canadian consumers.

The catalogue and analysis of renovation material is based on a nation-wide telephone and mail survey of over six hundred organizations involved directly or indirectly in the renovation market. The survey was conducted between January 3 and March 15, 1989.

The project team at CAC would like to thank all the organizations that assisted us in this survey by promptly sending us their renovation literature and responding to our questionnaire. We also wish to thank CMHC for the opportunity to work on this project and for providing us with guidance and assistance along the way.

BACKGROUND TO STUDY

A number of recent studies on residential renovation activity in Canada have pointed out that the housing stock in Canada is getting older and consequently in need of repair or some form of improvement. Studies also show that homeowners in increasing numbers are renovating their properties rather than purchasing new homes. Canadians spend $13 billion on housing renovations annually and for most of the 1980s expenditures on renovations have surpassed levels recorded for new residential construction. This residential renovation activity is expected to continue to grow in the coming decade and surpass $20 billion in expenditures within 10-15 years while new construction is expected to increase very little in dollar volume in the same period.

A corollary to the increase in renovation activity is that consumers are being offered more advice than ever on how and why to renovate. There is now a variety of sources where this information can be found. Federal, provincial and municipal governments are all, to varying degrees, producing and/or distributing material, as are private companies, educational institutions and associations. This material is available to consumers in many forms, including brochures, pamphlets, videos, and courses/seminars, and cover a wide variety of topics from roof repair to building permits for additions to homes.

Whether they are doing the work themselves, or hiring contractors, homeowners require current, comprehensible and relevant renovation information to help them make informed decisions. As part of its mandate to provide advice to the housing industry and to the general public, Canada Mortgage and Housing Corporation has recently completed a major review of the Corporation's role in renovation technology transfer. This review resulted in a decision to expand the scope of technical publications to three primary audiences: builders, renovators and consumers. The National Housing Study suggested there were areas requiring improvement in the information currently available to Canadian consumers on home renovation. As a result, CMHC wished to determine the amount and quality of information available in the area of home renovation so as to provide further direction for the Corporation in the following years.

The Consumers' Association of Canada has set out in this study to assist in this determination by surveying the various private and government organizations active in the renovation area. A comprehensive catalogue of renovation material produced by them for Canadian consumers has been compiled. CAC has also provided a quantitative and qualitative analysis of the material itself and its distribution, and has provided recommendations on alternatives for the transfer of renovation information.

OBJECTIVES

The specific objectives of this study were:

- To survey the various private and government organizations active in the renovation area and compile a comprehensive catalogue listing the most current publications (nonbook), videos and general interest courses available to consumers in Canada on the topic of home renovation.
- To generate a list of manufacturers, retailers, school boards, community colleges, and government departments at the municipal, provincial and federal levels that deal in the dissemination of renovation information.
- To survey the above organizations in order to obtain data on areas and methods of distribution of renovation material.
- To perform an analytical review of the collected material to determine distribution patterns, subject coverage and technical value.
- Subsequent to the analysis, to make recommendations to CMHC as to information gaps in the collected material in terms of subject coverage, regional distribution, and to suggest alternative methods of information transfer.

METHODOLOGY

Survey Methodology

The method of procurement of renovation material and analytical data used for this study was a national telephone and mail survey of (624) organizations involved directly or indirectly in the renovation market. The survey was conducted between January 3 and March 15, 1989.

Sampling Methodology

The sample for the telephone and mail survey was drawn from all segments of the market that were thought to produce information on the subject of home renovation. A target list was developed of organizations that were known for, or suspected of, producing or disseminating consumer information in the area of home renovation for the general consumer market.

The groups targeted for the survey included:

a) Specific federal, provincial and municipal government departments.

b) Building suppliers, hardware merchandisers and building material manufacturers.

c) Renovation service companies.

d) Community colleges, and public and separate school boards in specific municipalities.

e) Trade and related associations involved directly or indirectly in the area of home renovation.

A complete list of organizations contacted for both the mail and telephone survey can be found in Appendix (A). A copy of the cover letter and survey instrument used in the survey can be found in Appendix (B).

Sample Selection (methods/tools used)

Federal Government: All federal departments responsible for housing, energy, consumer affairs, and other areas relating to housing and/or building construction, were contacted directly by telephone.

Sample Size - 9

Provincial Government: The provincial and territorial ministries responsible for housing, energy, consumer affairs and municipal affairs were surveyed by mail. Addresses were obtained from provincial government directories, the blue pages of city directories, and the Corpus Almanac & Canadian Sourcebook. The provincial government departments selected were surveyed by mail.

Sample Size - 75

Municipal Government: The departments responsible for housing and/or building construction at the municipal government level (usually the planning departments) were surveyed by mail. Seventeen major cities were included in the survey. The particular cities surveyed can be found below under "Target Selection Criteria and Limitations".

Sample Size - 39

Associations: Professional and trade associations concerned with housing, residential construction, energy conservation and architecture were surveyed by mail. National, provincial and local associations (in the 17 cities surveyed) were included. Sources used to obtain names and addresses of these associations included the Directory of Associations in Canada, Sources, and the list of associations found in the yellow pages of 17 city directories (under the heading "Associations"). The selected associations were surveyed by mail.

Sample Size - 133

Courses Offered by Educational Institutions/Community Centres: Community colleges listed in Corpus Almanac & Canadian Sourcebook, were surveyed, as were public and separate school boards in (17) cities (Note: questionnaires were sent by mail to the central administrative office of each school board, not to the individual schools within each board).

Sample Size - 89

Renovators/Home Improvement Contractors: Three contractors were sampled at random from each of the (17) major cities. Names and addresses were obtained from the yellow pages of city directories. The renovation companies selected were surveyed by mail.

Sample Size - 47

Manufacturers/Suppliers: The list used to survey this group was derived from the source directory Hardware Merchandising Buyer's Guide and Annual Sources Directory. Building manufacturers were selected from this list if they were of significant size and were deemed to work with materials that could be used for renovation. This included companies dealing in drywall, shingles, siding and windows, roofing materials, insulation, etc. All these companies were surveyed by mail.

Sample Size - 122

Hardware Merchandisers: Companies selected in this category were chosen from the source book of hardware merchandisers, Top 100: A Guide to Major Retailers, Wholesalers and Distributors. Only companies that were listed as having at least 70 per cent of their sales at the consumer level were selected. All these companies were surveyed by mail.

Sample Size - 108

Total Sample Size = 624

Follow-up Methodology

All government bodies were followed up by telephone. All schools (community colleges and school boards) were followed up in the same manner. Responses to the mail survey indicated that several government bodies produced literature on home renovation. Several schools also offered courses on home construction and/or renovation. The decision was made, therefore, to follow up all non-respondents in these two populations.

The response from associations and renovators was very low. Only (4) of the (133) associations responded with literature. No renovators responded with literature. Given such a low response rate, a decision was made not to follow up any renovators. Similarly, most associations were not followed up, with the exception of the local and provincial Home Builders' Associations.

Manufacturer/Supplier and hardware merchandiser non-respondents were followed up by telephone. The original population list for this target group was vetted by CMHC after the initial survey. Only those selected by the project officer from CMHC as most likely to produce renovation literature were followed up.

Sample Selection Criteria and Limitations

1.) Due to time constraints for the project, the number of municipalities was limited to the major municipalities of each province. These included: St. John's, Halifax, Charlottetown, Saint John, Montreal, Quebec City, Ottawa, Toronto, Winnipeg, Saskatoon, Regina, Edmonton, Calgary, Vancouver, Victoria, Whitehorse and Yellowknife.

2.) Public and separate school boards were surveyed only in the cities listed above.

3.) A limited number of community centres were surveyed for course information. Preliminary telephone conversations with community centres revealed a negative response (i.e. no courses offered). A decision was then made not to add further community centres to the list.

4.) Universities were not included in the population surveyed, with the exception of those universities (Guelph and Mount St. Vincent) with programs in Consumer Studies.

Technical Review Methodology

A technical review of the printed material was conducted by a renovation expert. The findings from this analysis can be found on page (20) under "Technical Review". The five factors that were considered in the analysis for each publication were:

1) Technical accuracy of facts presented in literature.

2) Currency of factual information.

3) Clarity of presentation.

4) Comprehensiveness of topic coverage.

5) Overall value of publication.

Following a review of all material, the renovation expert identified those publications deemed to be the best in terms of technical accuracy and clarity of information.

ANALYSIS

Definition of Renovation:

The meaning of residential renovation adopted for this report is one that was developed by Clayton Research Associates in a study entitled "Residential Renovation Data, February 1989". This working definition covers the full spectrum of construction activities on existing residential buildings and their surrounding property. According to this definition these activities can range from minor work such as painting and small maintenance jobs through to the upgrading of a part of a building to meet modern standards (such as remodeling a kitchen or bathroom), and from the construction of a fence to the erection of a major addition to an existing house. The work can be done by either the owner of the property (described as a do-it-yourselfer or DIY) or by a contractor hired to undertake the work, or by a combination of the two. All material that fell within the scope of this definition was considered in the following analysis. The focus of this study is limited to residential renovation and thus renovation work on non-residential buildings is not covered here.

Key Survey Findings

This survey of renovation material supplied by organizations in Canada had a basic twofold purpose. The first was to collect and analyze the material they were providing to consumers and the second was to gather some data on the distribution of this material. As the survey results below indicate, we believe that this survey was successful on both counts.

The overall response rate to the survey was (60) per cent which should be considered quite high given the fact that this is a relatively unknown universe in survey terms. The number of publications, video and course titles received was also quite high and, although probably not exhaustive, these titles do provide ample material for analysis.

It should be noted, however, that this survey is not an empirical survey in which inferential conclusions can be drawn with a predictable confidence level. It instead offers a rather high quality "snapshot" of what material is out there in the marketplace for consumers, and provides insights into information gaps that should be focused on. The following data represents the response rate of the individual target groups surveyed:

Survey Response Rate

Total Sample Surveyed = 624

Total Number of Survey Respondents = 373 (60%) *

Note: In the following response breakdown "no response" is defined as meaning the organization did not respond to the survey. "Negative response" is defined as meaning the organization did respond to the survey but did not have any material for the survey analysis.

Response Breakdown:

Government

Total number surveyed, n = 123 (20%)

	No.	Percentage
Federal Departments	9	(9%)
Provincial Departments	75	(60%)
Municipal Departments	39	(31%)
	123	(100%)
Total number responding *	98	(80%)
Total number of no responses	25	(20%)

Of responses:

completed survey and sent info:

	No.	Percentage
Federal	3	(7%)
Provincial	32	(76%)
Municipal	7	(17%)
	42	(100%)

Government (continued)

negative response:

	No.	Percentage
Federal	6	(11%)
Provincial	27	(48%)
Municipal	23	(41%)
	56	(100%)

Associations

Total number surveyed, n= 133 (21%)

	No.	Percentage
Total number responding	46	(35%)
Total number of no responses	87	(65%)
	133	(100%)

Of responses:

	No.	Percentage
completed survey and sent info.	5	(11.1%)
negative response	40	(88.9%)
	45	(100%)

Manufacturers/Suppliers

Total number surveyed, n = 122 (20%)

	No.	Percentage
Total number responding	83	(68%)
Total number no response	39	(32%)
	122	(100%)

Of responses:

	No.	Percentage
complete survey and sent info.	13	(16%)
negative response	70	(84%)
	83	(100%)

Hardware Merchandisers

Total number surveyed, n = 108 (17%)

	No.	Percentage
Total number responding	64	(59%)
Total number no response	44	(41%)
	108	(100%)

Hardware Merchandisers (continued)

Of responses:

	No.	Percentage
completed survey and sent info.	7	(11%)
negative response	57	(89%)
	64	(100%)

Educational Institutions

Total number surveyed, n = 91 (14%)

	No.	Percentage
Total number responding	79	(87%)
Total number no response	12	(13%)
	91	(100%)

Of responses:

	No.	Percentage
completed survey and sent info.	26	(33%)
negative response	53	(67%)
	79	(100%)

Renovators

Total number surveyed, n = 47 (8%)

	No.	Percentage
Total number responding	5	(11%)
Total number no response	42	(89%)
	47	(100%)

Of responses:

	No.	Percentage
completed survey and sent info.	0	(o%)
negative response	5	(100%)
	5	(100%)

* Note: this category accounts for all responses, either negative or positive, from respondents.

Analysis of Material

Printed Material - The Producers

It is clear from the response rate to the survey and the material sent by the respondents that the major producers of printed renovation material are government departments and private companies. Of the government departments the provincial governments are the largest producers with (36.1%) of the material received in the survey originating from the various departments in the provincial governments. This is followed by the federal government departments with (19.9%) and the municipal government with (7.2%). Private companies, which represent hardware merchandisers and building manufacturers/suppliers, are also large producers with (31.2%) of the material received coming from these sources. Overall the largest producers are those government departments responsible for providing information on energy conservation and building suppliers providing material to their customers at the retail level.

Amongst the literature there was some evidence of co-production of some of the material. These were publications that were jointly produced by different government departments, by government and industry and by associations and government. This approach to the production of literature appears to have some advantages: cost can be reduced; resources can be shared; and the respective expertise of the contributing organizations can be pooled. Another advantage in provincial/federal cooperative productions is that there will be an opportunity to include regional considerations in the publication as well as to add another point of distribution.

The breakdown of printed material production by organization is shown below in table (1).

TABLE (1)

NUMBER OF PUBLICATIONS PER ORGANIZATION

Organization	No. Of Publications	%
Federal Government	75	19.9
Provincial Government	136	36.1
Municipal Government	27	7.2
Private Companies	118	31.2
Associations	20	5.3
Other	1	.3

Printed Material - Regional Distribution

Tables (2) and (3) represent the distribution of printed material and clearly indicate that consumers in some provinces have more material made available to them than others. This is especially true if one looks at the amount of material available in Ontario and some of the Western provinces compared with the presence of material in the North and the Atlantic provinces. The higher volume in Ontario can be explained in part by the presence of a number of building manufacturers/suppliers that produce material for distribution in that province. It should be noted that the material produced from these companies is often brief one-page information sheets and sometimes provides more information about their products and their application than actual renovation advice to consumers.

The relative dearth of information in the Atlantic provinces and the Northern territories should be of concern. If it were not for the presence of the material distributed nationally by the federal government departments and some national private companies, provinces such as New Brunswick, P.E.I., N.W.T. and the Yukon would have very little information to distribute to consumers. This situation should be examined further especially in light of the finding of the National Housing Study that the incidence of low rise dwellings in need of major repairs is highest in rural areas and in Atlantic Canada. Table (2) below represents the number of publications originating from each of the provinces and territories.

TABLE (2)

NUMBER OF PUBLICATIONS BY PROVINCE

Province	No. of Publications	%
AB	35	9.1
BC	35	9.1
MB	12	3.1
NB	2	.5
NFLD	14	3.6
NS	18	4.7
NWT	5	1.3
ON	112	29.2
PEI	5	1.3
QC	6	1.6
SK	30	7.8
YK	1	.3
NATIONAL	108	28.4

Total number of publications = 383

Note: percentages may not total 100% due to rounding.

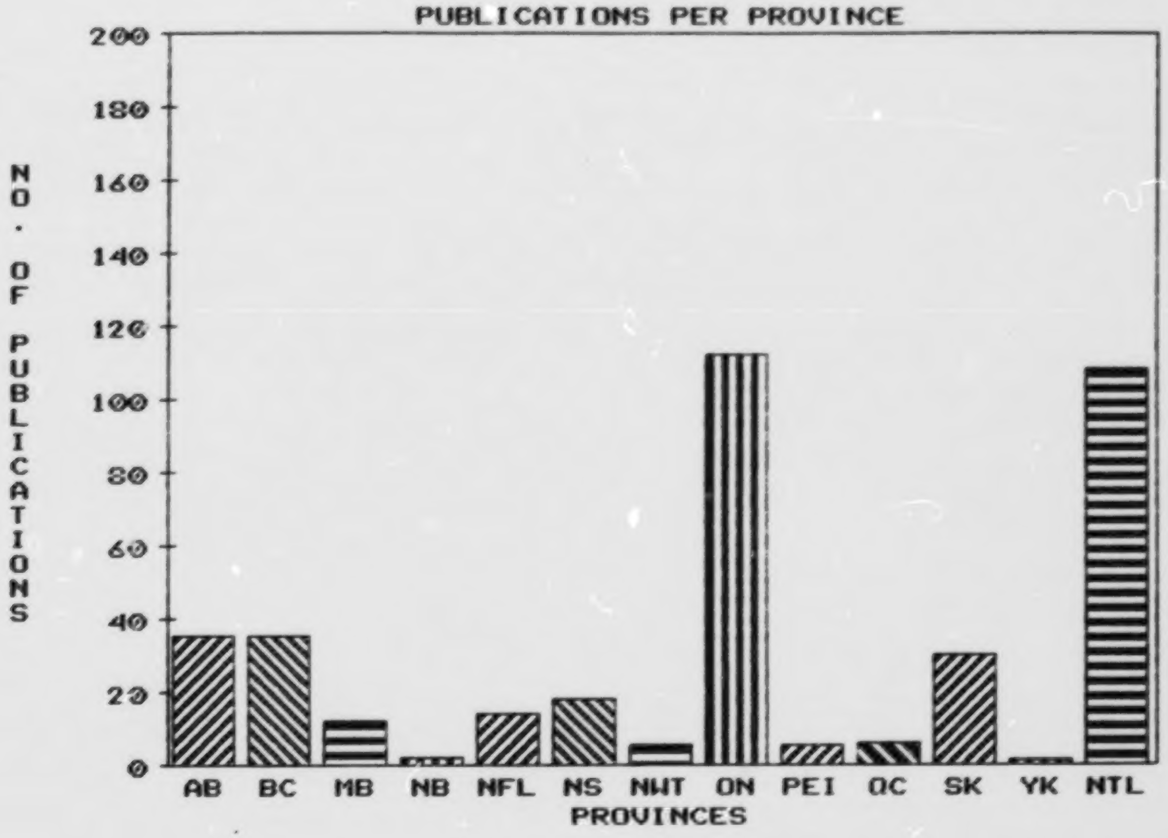
PUBLICATIONS PER PROVINCE
NO. OF PUBLICATIONS
200
180
160
140
120
100
80
60
40
20
0
AB
BC
MB
NB
NFL
NS
NWT
ON
PEI
QC
SK
YK
NTL
PROVINCES

TABLE (3)

DISTRIBUTION OF PUBLICATIONS

Province	Nationally Distributed	Provincially Distributed	Locally Distributed
AB	10	15	8
BC	10	0	8
MB	1	10	1
NFLD	0	10	4
NB	0	2	0
NS	12	3	0
NWT	4	1	0
ON	22	35	36
PEI	0	1	4
QC	1	5	0
SK	17	7	5
YK	0	1	0

Printed Material - Subject Coverage

The subject content of the publications, for the most part, reflected the interest and mandate of the producer. The largest government producers were from the departments responsible for energy conservation and it is not surprising that a high number of the publications dealt in some way with this topic. The second largest producers, the private companies, who manufacture or sell renovation materials, also demonstrated this tendency. Manufacturers, for the most part, limited their publications to the subject related to their product. For example, Alcan, a major producer of aluminum siding, produces a number of publications on the installation of siding, and Domtar Gypsum produces material on putting up walls and ceilings using gypsum board. A lot of this kind of information was brand-specific and may not always be transferable for all applications of like products. The building suppliers (e.g. Beaver Lumber, Copp's Buildall) sell material that may be used for any number of applications and, therefore, had a wide subject range of information covering many aspects of home repairs and construction. As noted above, some of this information is produced on single information sheets and as result, lacks much of the depth of the better government publications. Qualitative aspects of all printed material is covered in the technical review and in its corresponding appendix.

Audio-Visual Material

A surprising finding of this study was the large number of audio-visual materials, especially videos, that have been produced in the last couple of years. It appears that producers of this type of material have come to recognize the advantages of this medium in the transference of technical information. It is well known that this medium is becoming more and more accessible to Canadians and is a preferred method of receiving information, as the sales of VCRs testify. Videos are attractive to prospective home renovators because they can view the information in their own homes at their leisure. Video also has the ability to provide a lot more information than a publication, while holding the viewer's interest in its message. A publication would have to be hundreds of pages long to deliver the same amount of information that can be delivered in a video. In short, it is the classic case of a picture being worth a thousand words. While the initial capital cost of videos may appear high, it should be kept in mind that a single thirty-minute video can convey the information of a dozen publications and is often easier to duplicate. Video also has the benefit of being able to convey technical information with greater clarity than a publication because it can actually visually demonstrate practical approaches to solving technical renovation problems.

The major producers of audio-visual material that was collected are the federal government (35.3%) and private companies (39%). As with the publications, most of the videos available to consumers dealt with some aspect of energy conservation---from insulating attics to solar heating. This again is due to the fact that the largest producers of these videos are the organizations working in the area of energy. Probably due to the increased capital costs of producing videos, there is more evidence of co-production of material in this medium than there is for publications. More interesting is the increased presence of joint projects done by government and industry (eg. videos on insulating produced by EMR and Fiberglas Canada). Again this type of co-production offers the possibility for reduced cost as well as ensuring a higher level of technical expertise on the subject. The following table represents the number of audio-visual products produced by the surveyed organizations.

TABLE (5)

NUMBER OF AUDIO-VISUAL TITLES BY ORGANIZATION

Organization	No. Of AV Titles	%
Federal Government	48	35.3
Provincial Government	9	6.6
Municipal Government		
Private Companies	53	39.0
Associations	4	2.9
Other	22	16.2

As with publications there was an obvious disparity in terms of the availability of this type of material for consumers in some of the provinces and territories. Many of the provinces surveyed did not report the presence of any audio-visual material originated or distributed by them, and it can only be assumed that these provinces and territories are relying on the distribution of the nationally produced material. Table (6) represents the province of origin for this material. (Note: The table shows a large amount of AV material credited to Alberta. Although this material is distributed in that province, its actual place of origin is not known.)

TABLE (6)

Province	No. Of Audio-Visual Materials
AB	65
BC	6
ON	10
NTL	55

Renovation Courses

More so than with any of the above types of material, the number and nature of the courses offered on renovation is but a snapshot of what is being offered to homeowners. The number of courses and their subject will no doubt change over time with the evolving interest of the communities they are meant to serve. This "snapshot" reveals that there is indeed a high number of courses being offered at this time for consumers on a wide variety of renovation topics. In fact, the subject coverage of courses is wider than either the publications or audio-visual material available. This is probably due to the need for these courses to be truly representative of consumer interest so as to ensure the highest enrollment possible. The relationship between the subjects of these courses and the actual renovation activities underway by homeowners, as reported in the National Housing Study, is much closer matched than any of the other material available to consumers.

Once again, the availability of renovation information is greater in some provinces than others, with a high number of courses in the Western and Central provinces and little in the Atlantic provinces and Northern territories. Table (7) represents the number of courses available in each province at the time of the survey.

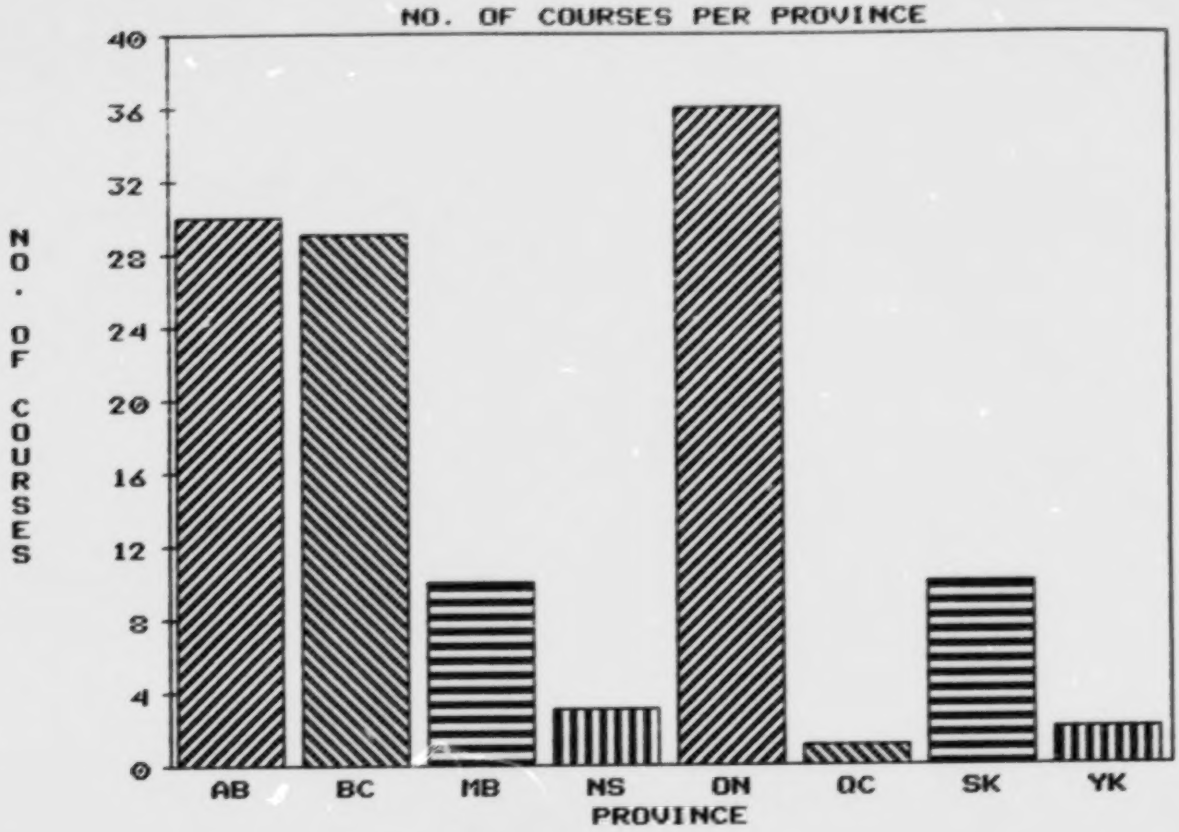
NO. OF COURSES PER PROVINCE
NO. OF COURSES
0
4
8
12
16
20
24
28
32
36
40
AB
BC
MB
NS
ON
QC
SK
YK
PROVINCE

TABLE (7)

NUMBER OF COURSES BY PROVINCE

Province	Number of Courses	%
AB	30	24.7
BC	29	24.0
MB	10	8.3
NB		
NFLD		
NS	3	2.5
NWT		
ON	36	29.8
PEI		
QC	1	.8
SK	10	8.3
YK	2	1.6
TOTAL	121	100%

Courses on renovation do offer some advantages that neither videos nor publications can. By the very fact that courses can run over a number of days or weeks, they can go into much greater depth on any given renovation topic. Actual "hands on" demonstrations can be conducted in courses, and because of the interactive possibilities of having an expert present who is teaching the course, clarifications and elaborations of problems can be dealt with. On the other hand, courses require a greater commitment of time and money on the part of the consumer than they may be willing or able to give. Evening or weekend courses on a single subject dealing with home renovation would probably be the most attractive to consumers who do not want to make a large outlay of time or money to fulfil their information requirements.

Subject Analysis Of Renovation Material

Table (8) that follows is a breakdown of the material in terms of subject coverage. For this analysis the subject delineations that were used in the subject index of the catalogue are listed below with a count of the frequency of coverage of the individual subject areas.

As the table illustrates, the most covered subject on home renovation, from the material collected, deals with the various subjects surrounding energy conservation in the home. As mentioned earlier in the report this is more a factor of the prolific production of those government departments that deal in this area than perhaps a reflection of a true information need on the part of consumers. The over (70) different types of information on insulation and another (77) on general aspects of energy conservation seem to reveal a lack of coordination of material among these organizations in that much of this information is mere duplication of the same information in a different form.

TABLE (8)

Subject	Frequency of Coverage
Insulation	77
Energy Conservation	77
Heating Systems	62
General Information	61
Financing and Economic Aspects	30
Basements/foundations	30
Building Regulations and Permits	28
Windows	26
Electricity and Wiring	25
Contractors	20
Moisture and Condensation	20
Solar Heating	20
Roofs/attics	20
Wood	19
Caulking and Weatherstripping	18
Ventilation	17
Walls	17
Plumbing	15
Air Leakage	14
Home Inspection	13
Doors	12
Siding/cladding	12
Tools	11
Garages/sheds	8
Decks	7
Ceiling/walls	7
Home Design	6
Painting	5
Fireplaces	5
Concrete and Masonry	4
Floors	4
Drainage	3
Home Security	3
Kitchens	3
Recrooms	3
Terminology	3
Weights and Measures	3
Tiling	3
Standards	2
Driveways	2
Drywall	2
Eavestroughs	2
Hazardous Products and Equipment	2
Sunrooms	2
High Technology	2
Trim	2
Adhesives	1
Cooling Systems	1
Counters and Cabinets	1
Disabled Persons	1
Fire Safety	1
Greenhouses	1
Lighting	1
Market Surveys	1
Mobile Homes	1

The National Housing Study reported that property owners and occupants were most critical of the condition of the exterior of their dwellings, followed by dwelling interiors and mechanical systems. In particular these property owners reported dissatisfaction with the doors, roofs, windows and flooring of their properties. If one looks at the material available to property owners in relation to their expressed renovation concerns it is clear that they are not able to find the information they need on a number of subjects. The following technical review points out that there is a particular need for renovation information on construction and additions especially in urban areas. The lack of information in these areas may help to explain why, in the same study, property owners relied as heavily as they did on informal information channels such as word-of-mouth and professional advice.

The National Housing Study also revealed that property owners contributed a significant amount of their own labour in undertaking renovations through do-it-yourself activity. This indicates that there is a greater need than is now being met for "hands on" material providing techniques and procedures for specific renovation activities.

Recommendations

Subject Coverage:

In general, while there is a vast amount of material available to consumers considering renovations to their properties, there are a number of information gaps in terms of the actual type of renovation activities that most consumers are conducting or interested in. To better match the material to the activities of homeowners CMHC should consider:

1) That a survey of homeowners and landlords be conducted to obtain more specific data on their information needs. This survey would seek to obtain data on specific subject areas of interest and preferred method of receiving information.

2) That until a study is completed, CMHC consider producing more material in subject areas shown to be of interest to consumers from the National Housing Study.

Distribution:

Most of the material available to consumers is available on request, or from government offices or building suppliers. The following are some suggestions of how the material that CMHC produces might be made available to a wider audience at a low cost to the Corporation.

Recommendations (continued)

3) That CMHC offer their material to school boards and other educational institutions offering courses on home renovation for distribution in courses. People who take these courses are highly motivated to seek information and would likely welcome any information they could get in addition to their course material. Given that the more popular courses are ongoing, and that they are given to a large number of people over time, this would seem to be a good vehicle for distributing CMHC material.

4) That CMHC investigate having their material distributed through major retail building suppliers. A large number of consumers pass through these establishments looking for equipment or material to renovate and could make good use of this kind of information.

5) That CMHC arrange their videos to be distributed through public libraries, especially in the regions where little consumer information is available. Public libraries are a natural place for people to go when seeking information of any kind. Recently these libraries have begun to rent videos to the public at a reasonable cost and the demand for this material is quite high.

6) That CMHC consider hiring renovation experts to teach courses or seminars in the evenings or weekends on a variety on renovation topics, especially in the regions of the country where few of these kinds of courses are being offered. Local experts could be hired on a short-term basis and would have the additional benefit of gearing the courses to the particular needs of the region where the courses would be given.

For further recommendations see the sections below "Technical Review" and "Communications Analysis".

Technical Review

Note that reference to specific publications with particular comments on each can be found in Appendices (C) and (D).

Findings of the Review

Appendix (C) provides specific comments and observations on particular brochures or sets of material, and notes any highlights or deficiencies.

Appendix (D) presents the top-rated packages, and specific publications within those packages where appropriate.

Material not directly related to the study - for example advice on loans for renovations, assistance for landlords, purchasing a new house, and zoning procedures - was not covered in this review. Although this information is useful for general consumer interest, it was not relevant to the study.

General Observations

The overall opinion of the technical review was that there is a wealth of well-researched and useful information available to consumers across Canada, whether they are undertaking renovation work themselves or hiring contractors. The material provided consumers with information either to help them undertake work to maintain their properties, or to improve the quality and value of their homes. Much of the information provided could also help a homeowner decide whether to tackle a task unaided, or to hire an expert.

Technical Accuracy

The material was reviewed from a technical viewpoint with the understanding that it should be comprehensible to homeowners. It should be noted that much of the information would also be of great value to contractors.

Most of the material was found to be technically accurate, with a few exceptions noted in Appendix (C). Technical problems, in the few instances when there were any, were mostly as a result of the material being dated, or there were obvious omissions of information in the publication.

None of the material was considered misleading or inaccurate, but some material was obviously superior. A selection of the best material can be found in Appendix (D).

Subject Areas Covered:

A great majority of the material related to energy conservation and heating information, particularly from provincial and federal governments. This includes material on windows, weatherstripping, insulation, vapour barrier and heating.

While there is ample material on energy conservation in home renovation, there are many subject areas where little information is available.

The technical reviewer determined that there is a need for specific "How-to" material in the following areas:

-tiling and flooring
-re-trimming, floor refinishing
-cabinetwork and kitchens.
-plumbing and electrical repairs
-eavestroughing and roof repairs
-drywall, painting and finishing
-restoration and remodelling

While it is known that much of this information is available from other sources such as home renovation books, do-it-yourself magazines, and libraries, there is an obvious advantage to the homeowner in being able to obtain information specifically tailored to immediate needs. This type of material would best be presented in a practical "hands-on" style.

Another important gap in the material submitted, according to the reviewer, concerned the "aesthetic" side of home renovation, particularly of older homes. Only one publication covered rehabilitation of older homes (CMHC's The Rehabilitation of Older Homes). This information gap is significant in light of the fact that more consumers are renovating older properties, particularly on small city lots. The reviewer indicates that there is a significant need for more information on:

-installing skylights
-installing an extra bathroom
-fixing porches
-building an office at home
-building decks and patios
-adding a second or third storey
-correctly tying-in additions or exterior renovations to local standards or characteristics.

Recommendations of Technical Review

(a) That more "how-to" brochures and pamphlets, detailing actual techniques and methods of renovation work be made available to consumers;

(b) That more information be made available in the area of rehabilitation of older homes (especially pertaining to older housing in urban city cores);

(c) That the best material be made more widely available to other parts of Canada, both to consumers and to contractors.

(d) That the better material that was deemed overly technical for the average homeowner be re-written to make it more appropriate for a larger audience.

Communications Analysis

CMHC's first-round consultation paper on housing renovation revealed that there were information problems in the renovation market. Owners and landlords tended to underestimate the need for repairs to their buildings. It was concluded that owners needed help in identifying repair needs and in getting repairs done. Three methods were identified to influence owner attitudes and to provide necessary information. These were:

* production and distribution of printed material,

* mass media campaign,

* renovation advisory service.

Based on CAC's evaluation of renovation material gathered from across Canada, as well as on the Association's own experience in the dissemination of consumer-oriented information, it is possible to make a number of observations and suggestions about the conclusions of the first-round consultation paper.

Printed material: Production

From the material gathered by CAC, it is evident that a large body of renovation information exists in printed form, emanating principally from government and industry. There are information gaps in subject matter (outlined in the survey analysis and in the technical review), and regions where little or no material was found (Yukon, N.W.T., New Brunswick, for example). Some topics, on the other hand, appeared to be well covered (those relating to energy conservation), and some regions were well represented (Ontario, for example). Much of the renovation material was either very slick and promotional (retail brochures) or informative but unattractive (some government documents). Many pieces had a dated look. How-to brochures could have made much greater use of clear, uncluttered drawings to accompany written directions.

Brochures and booklets issued by some provincial energy departments were particularly well designed to communicate. In some cases, they were produced in a numbered series that gave them a strong family look. They were bright and bold looking, and encouraged the reader to follow up on the information by calling a toll-free Zenith number. Brochures from two different provincial energy ministries even provided consumers with fridge magnets imprinted with toll-free numbers.

Other brochures and bulletins made use of toll-free numbers, including the NECA (National Energy Conservation Association) Hotline and Quebec's Hotline/A propos run by l'Office de la protection du consommateur. The use of toll-free numbers provides two important benefits in the dissemination of information:

1. It is easier to expose and distribute a telephone number than it is to disseminate detailed information tailored to a wide range of needs.

2. A toll-free number offers an opportunity for two-way communication; it is a means not only to provide callers with whatever information is available, but to learn of areas where that information is deficient or non-existent.

Printed Material: Distribution

The most effective means of distributing printed material is through direct mail. The advantages of direct mail are many; the disadvantages can mainly be summed up in one word: cost. With direct mail it is possible to target homeowners by region. This would be particularly useful in dealing with problems areas such as the Atlantic provinces. Direct mail can be targeted to the age of housing stock in given areas and it can cull out apartment dwellers who are not prime users of renovation information. Direct mail can identify recent home movers who may be inclined to renovate. Targeted postal walks can be used in rural areas where renovation problems have also been identified. Postal walks are difficult outside of small towns and villages, but in this case a general mailing can be effective. The cost of direct mailing can be reduced considerably by "piggybacking" on existing mailings (e.g. brochures in baby bonus envelopes), but the same degree of targeting is likely not achievable.

CMHC has, in previous studies, concluded that full cost recovery on direct mail is not likely. This is a valid conclusion. A greater opportunity for cost recovery exists where there is an expression of consumer demand. The effective promotion of a toll-free number is one way to create that demand. Costs could be recovered through a charge for publication or service.

Mass media campaign:

The question of how to create a demand for renovation information is central to this discussion. It is a CAC's contention that whatever shortcomings existing material may have, the real problem is that consumers are not being moved to obtain and use the material that is available. The supply clearly exceeds the demand. The ultimate solution may not be to create a larger supply, but to inspire a stronger demand. The key focus in this case is awareness and attitude--homeowners must be made aware of the problems that may exist in their own homes and their attitudes must be influenced to the point of taking action. Both these goals are ideally suited to the use of mass media, provided there is an effective response mechanism to deal with increased interest in renovation.

Mass media cannot be used efficiently to transfer detailed information, but it can be effective in communicating one or two principal ideas. In this case, messages can be simple and effective: "Your home is your greatest investment. Are you doing all you can to protect it?" Mass media is ideally suited to exposing a toll-free number, especially if there is a promise of some benefit to the caller. A few years ago, CAC offered a free copy of Canadian Consumer magazine to viewers of Marketplace by exposing a 1-800 number during one show for no more than 10 seconds. CAC received 12,000 responses and in return for the cost of the magazines compiled a mailing list which has been used several times since in direct mail appeals. Two years ago, Marketplace repeated the offer, this time prolonging exposure of the number. The response of more than 25,000 callers was almost more than the Association could handle.

The cost to CAC of such a project is justified by the use of the names it generates for direct mail and list rentals. This is probably not the case with CMHC. However, a similar offer might work with a less costly give-away in the form of existing renovation information. The problem with mass media is the enormous cost of buying space and time, although in the case of CAC's Marketplace offer, there was no purchase. This type of option might not be available to CMHC. Even if it were, it would not allow for repetition of the message over an extended period of time--one of the essential elements of awareness building through mass media.

However, CMHC could explore other ways of gaining access to mass media that don't involve conventional media purchases. Consideration should, for example, be given to mounting a special public relations effort targeted at writers and broadcasters who specialize in home-related topics. The use of public service announcements (PSA) is another option. Although their effect is unpredictable, PSAs can be cost-effective, particularly in print where production costs are low. However, unless the PSA material is of compelling interest, the media might resent CMHC's attempt to procure space and time without paying for it.

The high cost of media buying might be alleviated somewhat though joint arrangements with other interested groups, but, as the first-round discussion paper points out, there is no industry organization to provide financial assistance. However, there is still a vested interest within industry that could be tapped for contributions, and with a toll-free response mechanism in place there exists the possibility of recovering some costs through the sale of material. The use of a 900 line would allow callers to be charged automatically up to $2.00 for a renovation question posed to an expert either through a live call or an answering machine and call-back system.

There is another effective means of securing low-cost media time that is relatively new and so far pertains principally to radio. This involves a barter system whereby high-quality information programming is provided free of charge in syndicated form to radio stations in exchange for a guarantee that the program will be played at least once in a specified quarter hour during prime listening times. CAC has had experience with this means of access and has found it an extremely effective way to reach very large listening audiences.

Renovation Advisory Service:

CMHC has concluded that such a service would not effectively influence consumer attitudes. The biggest challenge is to influence attitudes to the point of action. A Renovation Advisory Service comes into play once the consumer begins to want answers. Such a service, offered through a toll-free number, could be a good source of information and referral. The question of defining the limits of government's role in providing such a service remains to be addressed, but there appears to be no reason to believe that it would work in competition with private services.

The same could not be said if the service were to be extended to pre-purchase inspections, although this service would probably be welcomed by consumers. This is especially true if insurance against unforeseen repairs were part of the service. Besides the possibility that inspections might be seen as intruding on industry territory, the cost of mounting a nation-wide inspection service would be high.

Summary

The renovation problem in Canada seems to stem not so much from a lack of information as from a lack of awareness and motivation. CMHC efforts should be focused on creating awareness of the importance of renovation (e.g. the home as investment) and on influencing owners to act to correct problems. Direct mail and mass media are two effective ways of creating awareness and influencing attitudes. Both are expensive. CMHC should look for cheaper ways to gain access to these vehicles by sharing costs with other interested parties, or by avoiding conventional media purchases. Alternatives include PSA and barter. CMHC should seek to establish a two-way communication with its target audience through the use of toll-free information and referral numbers. Consideration should be given to cost recovery through the sale of such information.

APPENDIX (A)

List of Organizations Surveyed

Key To Symbols in Appendix (A)

*	Completed questionnaire and sent information (i.e. sent sample publications and/or course information)
X	Do not publish information on home renovation and/or do not offer general interest courses on home renovation
?	No response

Educational and Recreational Institutions (Community Colleges, School Boards, Community Centers)

New Brunswick Community College
St. John Campus
P.O. Box 2270
St. John, New Brunswick
E2L 3V1 (X)

Yukon College
1000 Lewes Blvd.
Whitehorse, Yukon
Y1A 3H9 (*)

Nova Scotia Institute of Technology
Box 2210
Halifax, N.S.
B3J 3C4 (*)

Halifax Regional Vocational School
1825 Bell Rd.
Halifax, N.S.
B3H 2Z4 (X)

Algonquin College
1385 Woodroffe Ave.
Nepean, Ont.
K2G 1V8 (*)

Algonquin College
Colonel By Campus
140 Main St.
Ottawa, Ont.
K1S 1C2 (?)

George Brown College
Box 1015, Stn. B.
Toronto, Ont.
M5T 2T9 (*)

Humber College
205 Humber College Blvd.
Etobicoke, Ont.
M9W 5L7 (*)

Arctic College
Box 1769
Yellowknife, N.W.T. (*)

Kelsey Institute of Applied Arts and Sciences
Idylwyld Dr. & 33rd
Saskatoon, Sask.
S7K 3R5 (?)

Regina Plains Community College
2708 12th Ave.
Regina, Sask.
S4T 1J2 (X)

Saskatchewan Indian Community College
201 Robin Cres.
Saskatoon, Sask.
S7L 6M8 (X)

Saskatoon Region Community College
145 1st Ave. N.
Saskatoon, Sask.
S7K 1W6 (X)

Wascana Institute of Applied Arts and Science
221 Winnipeg St. N.
Box 556
Regina, Sask.
S4P 3A3 (X)

Northern College of Applied Arts & Technology
P.O. Box 2002
South Porcupine, Ont.
P0N 1H0 (*)

Fanshawe College
P.O. Box 4005
London, Ont.
N5W 5H1 (*)

B.C. Institute of Technology
3700 Willingdon Ave.
Burnaby, B.C.
V5G 3H1 (X)

Pacific Vocational Institute
3650 Willingdon Ave.
Burnaby, B.C.
V5G 3H1 (?)

Red River Community College
2055 Notre Dame Ave.
Winnipeg, Manitoba
R3H 0J9 (X)

Cabot Institute of Applied Arts and Technology
Box 1693
St. John's, Nfld.
A1C 5P7 (*)

District Vocational Schools
Division of Technical & Vocational Education
3rd Floor, Confederation Bldg.
St. John's, Nfld.
A1C 5T7 (X)

Alberta Vocational Centre
332 6th Ave. S.E.
Calgary, Alberta
T2G 4S6 (X)

Alberta Vocational Centre
10215 - 108th St.
Edmonton, Alberta
T5J 1L6 (X)

Grant MacEwan Community College
Box 1796
Edmonton, Alberta
T5J 2P2 (X)

Mount Royal College
4825 Richard Rd. S.W.
Calgary, Alberta
T3E 6K6 (*)

Northern Alberta Institute of Technology
11762 - 106 St.
Edmonton, Alberta
T5G 2R1 (*)

Southern Alberta Institute of Technology
1301 - 16th Ave. N.W.
Calgary, Alberta
T2M 0L4 (X)

Capilano College
2055 Purcell Way
North Vancouver, B.C.
V7J 3H5 (*)

Vancouver Community College
1155 E. Broadway
Vancouver, B.C.
V5T 4N4 (*)

Seneca College
1750 Finch Ave. E.
Willowdale, Ont.
M2J 2X5 (?)

Sheridan College
1430 Trafalgar Rd.
Oakville, Ont.
L6H 2L1 (X)

Holland College
Weymouth St.
Charlottetown, P.E.I.
C1A 4Z1 (X)

Dept. of Advanced Education & Training
Box 6000, 416 York St.
Fredericton, N.B.
E3B 5H1 (X)

College de Limoilou
1300, 8e Ave.
C.P. 1400
Quebec, P.Q.
G1K 7H3 (X)

College de Maisonneuve
3800, rue Sherbrooke est
Montreal, P.Q.
H1X 2A2 (X)

College de Rosemont
6400, 16e Ave.
Montreal, P.Q.
H1X 2S9 (X)

Vanier College
821 Sainte-Croix Blvd.
Montreal, P.Q.
H4L 3X9 (*)

Consumer Studies Dept.
Mount Saint Vincent University
166 Bedford Highway
Halifax, N.S.
B3M 2J6 (X)

Consumer Studies Dept.
University of Guelph
Guelph, Ont.
N1G 2W1 (X)

Fredericton School Board
Attn: Mr. Eugene Bradford
Supervisor, Vocational Education
School District 26
P.O. Box 10
Fredericton, New Brunswick
A3B 4Y4 (X)

Community Services and Parks
Attn: Audrey West
P.O. Box 1790
Regina, Saskatchewan
S4P 3C8 (*)

Calgary Cooperative Association
Member Relations
8818 Macleod Trail S.
Calgary, Alberta
T2H 0M5 (X)

Home Management Educators
Dept. of Education
Lacing Buildings
Yellowknife, N.W.T. (?)

Calgary Separate School Board
300 - 6th Ave. S.E.
Calgary, Alberta
T2G 0G5 (X)

Recreation Centers
City of Edmonton
7207 - 28th Ave.
Edmonton, Alberta (X)

Winnipeg School Division #1
1180 Notre Dame
Winnipeg, Manitoba (*)

Department of Education
Private Vocational Schools
2220 College
Regina, Sask. (X)

Regina Public School Board
1600 4th
Regina, Sask. (X)

Regina Separate School Board
2160 Cameron St.
Regina, Sask. (X)

Saskatoon Board of Education
405 - 3rd Ave. S.
Saskatoon, Sask. (*)

Saskatoon Catholic School Board
420 - 22nd St. E.
Saskatoon, Sask. (X)

Ottawa Board of Education
330 Gilmour
Ottawa, Ont. (*)

Carleton Board of Education
133 Greenbank Rd.
Nepean, Ont. (*)

Carleton Roman Catholic School Board
1695 Merivale Rd.
Nepean, Ont. (X)

Ottawa Roman Catholic Separate School Board
140 Cumberland
Ottawa, Ont. (X)

Social Services Dept.
City of Ottawa
495 Richmond Rd.
Ottawa, Ont. (X)

St. John's Community Centre
87 Froude Ave.
St. John's, Nfld. (X)

Halifax School Board
1929 Robie
Halifax, N.S. (*)

Nova Scotia School Boards Assoc.
1217 Barrington
Halifax, N.S. (X)

Metropolitan Toronto School Board
45 York Mills Rd.
Toronto, Ont. (?)

Metropolitan Toronto Separate School Board
80 Sheppard Ave. E.
Toronto, Ont. (*)

Toronto Board of Education
155 College
Toronto, Ont. (*)

East York Board of Education
840 Coxwell Ave.
Toronto, Ont. (?)

North York Board of Education
5050 Yonge
Toronto, Ont. (*)

Scarborough Board of Education
140 Borough Dr.
Toronto, Ont. (?)

York Board of Education
2 Trethewey Dr.
Toronto, Ont. (*)

Community Education Department
5325 Kincaid
Vancouver, B.C. (?)

Vancouver School Board
1595 West 10th
Vancouver, B.C. (?)

School Board of Greater Victoria
556 Boleskine
Victoria, B.C. (X)

Department of Recreations and Community Services
Director of Recreation
1925 Blanshard
Victoria, B.C. (X)

Edmonton Public School Board
1 Kingsway
Edmonton, Alberta
T5H 4G9 (*)

Calgary Public School Board
515 Macleod Trail S.E.
Calgary, Alberta
T2G 2L9 (*)

Edmonton Separate School Board
9807 - 106 St.
Edmonton, Alberta
T5K 1C2 (X)

Commission Scolaire
Regionale Chauveau
3400 av. Chauveau
Quebec, Quebec
G2C 1A1 (X)

Commission des ecoles catholiques
de Quebec
1460 Ch. Ste Foy
Quebec, Quebec
G1S 2N9 (X)

Commission scolaire Greater Quebec
2046 Ch. St.-Louis
Sillery, Quebec
G1T 1P4 (X)

Federation des commissions scolaires catholiques
  du Quebec
1001 Begon
Ste. Foy, Quebec
G1X 3M4 (X)

Centre integre d'Accueil et reference pour
  adultes de Quebec
Mail Centre-Ville
Quebec, Quebec (X)

Consumer Counsellor
Federated Co-operatives Ltd.
P.O. Box 1050
401 - 22nd St. E.
Saskatoon, Sask. (X)

Montreal Public School Board (X)

St. John's Roman Catholic School Board (X)

Vancouver Separate School Board (?)

St. John's Public School Board (contact Avalon School Board) (X)

Yellowknife School Board (X)

Whitehorse Public School Board (X)

Charlottetown Regional School Board (X)

Ottawa Community Centers (X)

Toronto Community Information Center (X)

St. John District School Board (X)

St. John Community Center (X)

Renovators/Home Improvement Contractors

Westcoast Re-Builders
1505 - 4330 Kingsway
Burnaby, B.C.
V5H 1Z9 (X)

TZ Renovations
2151 Ontario St.
Vancouver, B.C. (X)

Kerrisdale Renovations
303 - 1811 Adanac
Vancouver, B.C. (X)

Rencan Kitchen & Home Renovation Center
290 - 2950 Douglas
Douglas Centre
Victoria, B.C. (?)

Penco Installations Ltd.
5112 Delmonte Ave.
Victoria, B.C.
V8Y 2N7 (?)

All Pride Contractors Inc.
566 Hillside
Victoria, B.C. (X)

Renovation World
116 - 3420 12th St. N.E.
Calgary, Alberta (?)

Home Service Maintenance of Calgary Ltd.
509 - 70th Ave. S.W.
Calgary, Alberta (?)

AA Aardvark Custom Renovations & Design Service
228 - 40th Ave. N.E.
Calgary, Alberta (?)

Space-Tech Home Improvements Ltd.
11834 160th St.
Edmonton, Alberta (X)

Lincolnberg Renovations
204 - 9644 54th Ave.
Edmonton, Alberta (?)

Canadian Consumer Trades & Services
1138 Main St.
Winnipeg, Manitoba (?)

Enershield, The Renovators
Unit 38, N.W.
Waverley & Scurfield
Calgary, Alberta (X)

Saurette Home Consultants Ltd.
740 - 157 Lombard Ave.
Winnipeg, Manitoba (?)

Fenk Construction Ltd.
6815 1st Ave. N.
Regina, Sask. (?)

Advance Home Improvements
1 - 2949 Miners
Saskatoon, Sask. (?)

Saskatoon Home Remodelling Service Ltd.
6 - 1622 Ontario
Saskatoon, Sask. (?)

Uncle Ed's Home Improvement Centre
407 1st Ave. N.
Saskatoon, Sask. (?)

Regina Renovation Specialists
115 Hastings Cres.
Regina, Sask. (?)

Sherwood Cooperative Assoc. Ltd.
615 Winnipeg N.
Regina, Sask. (?)

Greenwood Home Improvements
1372 Queen St. E.
Toronto, Ont. (X)

Renovation Innovators Ltd.
30 Drewry Ave.
Toronto, Ont.
M2M 4C4 (?)

Ontario Home Improvements
3311 Bloor St. W.
Toronto, Ont. (?)

The Building Master Corporation
27 Robertson Rd.
Nepean, Ont. (?)

Renovations by BMC
27 Robertson Rd.
Nepean, Ont. (?)

Garvey's Master Renovations
2675 Blackwell
Ottawa, Ont. (?)

A Metropolitan Home Services Inc.
4058 Jean-Talon O
Montreal, P.Q. (?)

Acadie Renovations
9725 Boul de l'acadie
Montreal, P.Q. (?)

H.S. Renovation Decor Inc.
206 Bernard O
Montreal, P.Q.
H2T 2K4 (?)

Sherwood Do-It Center
423 Mt. Edward Rd.
Charlottetown, P.E.I. (?)

House Doctors Inc.
51 Prince St.
Charlottetown, P.E.I. (?)

Dollar Home Improvements Ltd.
Meadowbank Rd.
Charlottetown, P.E.I. (?)

Albert Marshall
18 Jeffers Dr.
St. John's, Nfld. (?)

Ric-Ter & Co. Ltd.
106 Clyde Ave.
St. John's, Nfld. (?)

Preferred Contracting
381 Newfoundland Dr.
St. John's, Nfld. (?)

Colonial Homes Atlantic Ltd.
3 Pinehill Dr.
Lower Sackville
Halifax, N.S. (?)

Fergusons Home Improvements
6029 Cunard St.
Halifax, N.S. (?)

McCarthy's Renovations
525 Montagne Rd.
Halifax, N.S. (X)

The Maintenance Man of Atlantic Canada
Comp. 10, Site 5,
Fredericton, N.B.   (?)

Deluxe Renovations Ltd.
108 Prospect
Fredericton, N.B.   (?)

Total Renovations Ltd.
42 Royal Rd.
Fredericton, N.B.   (?)

Turner Development Corporation
16 Boswell Cres.
Whitehorse, Yukon
Y1A 4T3   (?)

Cardinal Contracting
25 - 178 Range Rd.
Whitehorse, Yukon   (?)

Yukon Homes Ltd.
14 Sunset Dr. N.
Whitehorse, Yukon   (?)

Les constructions Benoit Dumais Inc.
814, 1e av.
Quebec, Quebec
G1L 3K3   (?)

Les constructions Breton & Tardif Inc.
18 Proulx
St-David, Quebec
G6W 1K9   (?)

Construction Marie Soleil Inc.
441 Bd. Lapierre
St-Emile, Quebec
G0A 3N0   (?)

MANUFACTURERS/SUPPLIERS MAILING LIST

E.J. Maxwell Ltd.,
Attn: Marketing Dept.
5080 rue St. Ambrose
Montreal, P.Q.,
H4C 2G1 (X)

CGC Inc.,
Attn: Marketing Dept.,
P.O. Box 4034, Terminal A
Toronto, Ontario
M5W 1K8 (?)

Domtar Gypsum
Attn: Marketing Dept.
3380 Airway Drive
Malton,Ontario
L4V 1N7 (*)

Alcan Building Products
Attn: Marketing Dept.,
120 McLevin Ave.,
Scarborough,Ontario
M1B 3E9 (*)

Plastmo Ltd.,
Attn: Marketing Dept.,
251 Summmerlea Rd.
Brampton, Ontario
L6T 4T8 (*)

Brymer Brass
Attn: Marketing Dept.,
1 Sheffield Street
Toronto, Ontario
M6M 3E8 (?)

Aluminart Products Ltd.,
Attn: Marketing Dept.,
1 Summerlea Rd.,
Bramalea, Ontario
L6T 4V2 (?)

Donat Flamand Inc.,
Attn: Marketing Dept.,
90 Industrial Street
St. Apollinaire, P.Q.,
G0S 2E0 (?)

Les Industries Unik (1983) Ltee
Attn: Marketing Dept.,
155 Martineau
St. Gilles, Cte Lotbiniere
Quebec
G0S 2P0 (X)

Madawaska Door Inc.,
Attn: Marketing Dept.,
P.O. Box 910
Nobleton, Ontario
L0G 1N0 (X)

Robert Windows Inc.,
Attn: Marketing Dept.,
705-B Boundary Rd.
P.O. Box 594
Cornwall, Ontario
K2H 5T3 (?)

Standard Building Components
Attn: Marketing Dept.,
125 Boul. St. Joseph Building E.
Montreal, P.Q.,
H8S 2L2 (X)

Ancris Marketing Ltd.,
Attn: Marketing Dept.,
16 Lakeview Circle
St. Thomas , Ontario
N5P 4B2 (?)

The Canadian Wood Specialty Co.
Attn: Marketing Dept.
P.O. Box 458
300 West Street South
Orillia, Ontario
L3V 6K2 (X)

Expo Distributors Inc,.
Attn: Marketing Dept.,
305 Hymus Blvd.,
Pointe Claire, P.Q.,
H9R 1G6 (X)

Plastics Maritime Ltd.,
Attn: Marketing Dept.,
5523 Bloomfield St.,
Halifax, N.S.,
B3K 1S7 (?)

Les Agences Fernand Laplante Inc.,
Attn: Marketing Department
99 Durant
Victoriaville, P.Q.,
G6P 1Z6   (X)

CEF Marketing Ltd.,
3015 Kennedy Rd. Ste 201
Agincourt, Ontario
M1V 1E7   (X)

Dundas-Jafine Industries Ltd.,
Attn: Marketing Dept.,
5777 Steeles Ave. W.,
Weston, Ontario
L6T 3T6   (X)

Graham Fiberglass Ltd.,
Attn: Marketing Dept.,
300 Main St.,
Erin, Ontario
N0B 1T0   (?)

Leigh Metal Products Ltd.,
Attn: Marketing Dept.,
101 Brookside St.,
London, Ontario
N5Z 3J6   (?)

Nutone Electrical Inc.,
Attn: Marketing Dept.,
2 St. Lawrence Ave
Toronto, Ontario
M8Z 5T8   (X)

A-Line Sales Ltd.,
Attn: Marketing Dept.
386 Watline Ave.,
Mississauga, Ontario
L4Z 1X2   (X)

Bur-Van Industries Inc.,
Attn: Marketing Dept.
2300 Simpson Rd., Ste. 1 & 2
Richmond, B.C.,
V6X 2P9   (X)

DCW Distribution Cliff Whalen
et Association Inc.,
Attn: Marketing Dept.
1600 Boul St. Martin Est bur
610 Tour B Duvernay
Laval, P.Q.,
H7G 4S7   (X)

Jacobs & Thompson Ltd.,
Attn: Marketing Dept.,
89 Kenhar Drive
Weston, Ontario
M9L 2R3   (X)

McDonald Sales & Merchandising
Attn: Marketing Dept.,
5200 Dixie Rd., Ste. 207
Mississauga, Ontario
L4W 1E4   (X)

RCR International Inc.,
Attn: Marketing Dept.
2295 Metropole
Longueuil, P.Q.,
J4G 1E5   (X)

Skywood PVC Extrusion Inc.,
Attn: Marketing Dept.
101 Richmond St.
P.O. Box 3
Napanee, Ontario
K7R 3M3   (X)

Columbia Mfg. Company Ltd.,
Attn: Marketing Dept.
3845 William St.,
Burnaby, B.C.,
V5C 3J1   (?)

Golden Windows Ltd.,
Attn: Marketing Dept.
888 Guelph St.,
Kitchener, Ontario
N2H 5Z6   (?)

The Olson Group Inc.,
Attn: Marketing Dept.,
45 Commander Blvd., Unit 2
Scarborough, Ontario
M1S 3E7   (X)

Repla
Attn: Marketing Dept.
482 South Service Rd. E.,
Oakville, Ontario
L6J 2X6   (?)

Vycan Building Products Inc.,
Attn: Marketing Dept.
2457 Lakeshore Hyw W.
Mississauga, Ontario
L5T 1L9   (?)

Colonial Elegance Inc.,
Attn: Marketing Dept.
3800 Tricentenaire
Montreal, P.Q.,
H1B 5T8   (X)

Tremco (Canada) Ltd.,
Attn: Marketing Dept.,
220 Wickstead Ave.,
Toronto, Ontario
M4H 1G7   (*)

Lockwood Ltd.,
Attn: Marketing Dept.,
50 Mural St. Unit 11
Richmond Hill, Ontario
L4B 1E4   (*)

Jack King Agencies
Attn: Marketing Dept.
25 Goodyear Cres.
Willowdale, Ontario
M2H 1N5   (X)

Roughlea Imports of Canada
Attn: Marketing Dept.
P.O. Box 2185 Stn B
St. Catharines , Ontario
L2M 6P6   (X)

Darfield Building Products Inc.,
Attn: Marketing Dept
General Delivery
Darfield, B.C.,
V0E 1R0   (X)

The Lauderdale Sales Co.
Attn: Marketing Dept.
1 Richview Rd., ste 11068
Toronto, Ontario
M9A 4M6   (X)

Mitten Vinyl Inc.,
Attn: Marketing Department
1245 Franklin Blvd
Cambridge, Ontario
N1R 7E5   (?)

Knechtel Millwork Ltd.
Attn: Marketing Dept.
23 Buchanan Crt.
London, Ontario
N5Z 4P9   (X)

Hunter Douglas Canada Ltd.,
Attn: Marketing Dept.
120 McLevin Ave.
Scarborough, Ontario
M1B 3E9 (?)

General Sales Syndicate Ltd.
Attn: Marketing Dept.
6939 Hastings St.
Vancouver, B.C.,
V5B 1S9 (X)

Labelle Series
Attn: marketing dept.
10,440 L'Archeveque
Montreal, P.Q.
H1H 2Z8 (?)

Canadian Technical Tape
Attn: Marketing Dept
135 East Drive
Bramalea, Ontario
L6T 1B5 (?)

Drummond Metal Products Ltd.
Attn: Marketing Dept.
3411 Wharton Way
Mississauga, Ontario
L4X 2B6 (?)

My-Ro Products Inc.,
Attn: Marketing Dept.
B13 - 6025 12th St. S.E.,
Calgary, Alta
T2H 2K1 (X)

Ornamental Mouldings Ltd.,
Attn: Marketing Dept.
289 Marsland Drive
Waterloo, Ontario
N2J 4A4 (X)

ABP
Attn: Marketing Dept.
12345 Metropolitan E.
Montreal, P.Q., (X)

Northcoast Building Products Ltd.
Attn: Marketing Dept.
2330 Rogers Ave.
Coquitlam, B.C.,
V3K 5X7 (X)

Lycor-Import-Export Ltd.,
Attn: marketing dept
540 Firing Ave.
Baie D'Urfe, P.Q.,
H9X 3T2 (X)

Weldwood of Canada Sales Ltd.
Attn: Marketing Dept
195 The West Mall, Ste 1015
Etobicoke, Ontario
M9C 5K1 (*)

Baumer Holdings
Attn: Marketing Dept
2599 Rena Rd. Unit 1
Mississauga, Ontario
L4T 4B9 (?)

WR Grace & Co. Of Canada Ltd.
Attn: Marketing Dept
294 Clements Rd. W.
Ajax, Ontario
L1S 3C6 (X)

King Packaged Materials Co.
Attn: Marketing Dept
3385 Harvester Rd.
Burlington, Ontario
L7N 3N2 (*)

Spar Group Division of Threadfast Mgf. Ltd.,
Attn: marketing dept
505 Consumers Rd., St. 804
Willowdale, Ontario
M2J 4V6 (?)

VIP Inc.,
Attn: Marketing Dept.
6739 Pierre Gadois
Montreal, P.Q.,
H1M 2T6 (X)

EM Plastic: Electric Products Ltd.
Attn: marketing dept
430 Norfinch Drive
Downsview, Ontario
M3N 1Y4 (X)

Grosfillex Inc.,
Attn: Marketing Dept
465 Milner Ave., Unit 1
M1B 2K4 (X)

Hoyne Industries of Canada Ltd.,
Attn: marketing dept
6811 Goreway Dr.
Mississauga,Ontario
L4V 1L9 (X)

Metropolitan Door
Attn: Marketing dept
1395 Tees
St. Laurent, P.Q.,
H4R 2A7 (?)

Premdor Inc.,
Attn: Marketing dept.
426 Ellesmere Rd.
Scarborough, Ontario
M1R 4E7 (?)

Domtar Construction Materials
Attn: marketing dept
2021 Union, 12th Fl.
Montreal, P.Q.,
H3A 2S9 (?)

Graham Products Ltd.,
Attn: marketing Dept
104 Maple Ave.
Inglewood, Ontario
L0N 1K0 (X)

Canexel Hardboard Div. CIP Inc.,
Attn: Marketing Dept
418 Golf Rd. P.O. Box 1020
Gatineau, P.Q.,
J8P 6K2 (*)

Fennell Marketing & Sales Ltd.
Attn: Marketing dept
4373 Steeles Ave. W.
Downsview, Ont.,
M3N 1V7 (X)

Gibson Homans of Canada Ltd.
Attn: Marketing Dept
2540 Rena Rd.
Malton, Ontario
L4T 3C9 (X)

Heron Cable Industries Ltd.,
Attn: Marketing Dept
440 Philip Street
Waterloo , Ontario
N2J 4C3 (?)

Thorosystems Products of Canada Ltd.
Attn: Marketing Dept
23 Civic Rd
Scarborough, Ont.
M1L 2K6 (?)

CanCell Industries Inc.,
Attn: Marketing Dept
16355 - 130 Ave. N.W.
Edmonton, Alta
T5V 1K5 (X)

Hardware Marketing Inc.
Attn: Marketing Dept.
251 Nipissing Rd. Unit 3
Milton, Ontario
L9T 4Z5 (X)

Hamilton Brick
Attn: Marketing Dept.
215 Kensington Ave. South
Hamilton, Ontario
L8M 3H6 (?)

Flextile Ltd.,
Attn: Marketing Dept
Box 251, Stn., N
Toronto, Ontario
M8V 3T2 (?)

IPL
Attn: Marketing Dept
140 Commerciale St.
Damien, P.Q.,
G0R 2Y0 (X)

Torlys Imports & Dis. Inc.,
Attn: Marketing Dept.
5040 Maingate Dr. Unit 6
Mississauga, Ontario
L4W 1X5 (X)

Atlas Building Materials
Attn: Marketing Dept.
5600 Hochelaga St.
Montreal, P.Q., (X)

EM.Comeau & Sons
Attn: Marketing Dept
P.O. Box 247
Meteghan, Nova Scotia
B0W 2J0 (X)

Hilan Wood Preservers
Attn: Marketing Dept
P.O. Box 1257
Kemptville, Ontario
K0G 1J0   (?)

Council of Forest Industries of B.C.
Attn: Marketing Dept
Plywood Technical Centre
735 West 15th St.
North Vancouver, B.C.,
V7M 1T2   (*)

Maple Leaf Forest Products
Attn: Marketing Dept
184 Hyw 17 E.
Echo Bay, Ontario
P0S 1C0   (X)

Building Products of Canada Ltd.
Attn: Marketing Dept
180 Bethbridge Rd.
Rexdale, Ontario
M9W 1N3   (*)

Total Laminating Products
Attn: Marketing Dept
11 Buchanan Crt.
London, Ontario
N5Z 4P9   (?)

MacMillan Bloedel Bldg.
Attn: Marketing Dept
P.O. Box Stn. A
Vancouver, B.C.,
V6C 2N1   (?)

Associated Marketing Ltd.
Attn: Marketing Dept.
15 Scadding Ave. Ste. 630
Toronto, Ontario
M5A 4E9   (?)

Brakets
Attn: Marketing Dept
27 Port St. W.
Mississauga, Ontario
L5H 1C8   (X)

Coast to Coast Building Specialists Ltd.,
Attn: Marketing Dept
2076 Sherobee Rd., Ste. 1105
Mississauga, Ontario
L5A 4C4   (X)

Excel Impex Ltd.
Attn: Marketing Dept
2440 Viking Way
Richmond, B.C.,
V6V 1N2   (X)

Lorenzo Industries
Attn: Marketing Dept
7800 Notre-Dame W.
Montreal, P.Q.,
H4C 3K4   (X)

Taymor Industries Ltd.
Attn: Marketing Dept
205 Limestone Cres.
Downsview,Ontario
M3J 2R1   (X)

Danco Plumbing Repair Parts
Attn: Marketing Dept
7676 Kimbel St. Unit 12
Mississauga, Ontario
L5S 1J8   (X)

KSH Canada Ltd.,
Attn: Marketing Dept
7521 Tranmere Dr.
Mississauga, Ontario
L5S 1L5   (X)

Sauder Industries
Attn: Marketing Dept
10 Carson Crt
Brampton, Ontario
L6T 4P8   (X)

Western Archrib
Attn: Marketing Dept
750 Jonson St. N.
P.O. Box 580
Boissevain, Manitoba
R0K 0E0   (X)

Cutler Forest Products
Attn: Marketing Dept
5380 Maingate Dr.
Mississauga,Ontario
L4W 1R8   (?)

Imperial Plywoods Ltd.
Attn: Marketing Dept
130 Imperial Dr.
Kitchener, Ontario
N2M 1C4   (?)

Can-Save
Attn: Marketing Dept
14 Truman Rd.
R.R. 5
Barrie, Ontario
L4M 4S7 (?)

Fiberglas Canada Ltd.
Attn: Marketing Dept
3080 Yonge St.
Toronto, Ontario
M4N 3N1 (*)

Morval-Durofoam Ltd.
Attn: Marketing Dept
152 Birch Ave.
P.O. Box 878
Kitchener, Ontario
N2G 4E1 (*)

Stanley - Bostitch
Attn: Marketing Dept
19 Rangemore Rd
Toronto, Ontario
M8Z 5H9 (X)

IKO Industries Ltd.,
Attn: Marketing Dept
71 Orenda Rd.
Brampton, Ontario
L6W 1V8 (?)

D.C. Association Ltd.
Attn: Marketing Dept
11 Raintree Path
Etobicoke, Ontario
M9C 1Y7 (X)

Sigman & Jones Ltd. Habitat Div
Attn: Marketing Dept
6600 TransCanada Hyw. Ste. 514
Pointe Claire , P.Q.
H9R 4S2 (X)

The Synkoloid Co. of Canada
Attn: Marketing Dept
11105 Bridge Rd.
Surrey, B.C.,
V3V 3V2 (X)

Canfor Corp.
Attn: Marketing Dept
9149 Hudson Street
Vancouver, B.C.
V6P 4N5 (X)

International Lumber Inc.,
Attn: Marketing Dept
3410 Sheppard Ave., E. Ste. 400
Scarborough, Ontario
M1T 3K4   (X)

North Country Log Homes
Attn: Marketing Dept
Box 1180
Chapleau, P.Q.
P0M 1K0   (X)

Broan Ltd.,
Attn: Marketing Dept
1140 Tristar Dr.
Mississauga, Ontario
L5T 1H9   (X)

Goodfellow Ltd.
Attn: Marketing Dept
5155 Hyw. 5 ,P.O.Box 5001
Burlington, Ontario
L7R 3Y8   (X)

Kamloops Western Wood Products Ltd.
Attn:Marketing Dept
1900 Kelly Douglas Rd.
Kamloops, B.C.,
V2C 5S5   (?)

Marks Lumber Ltd.
Attn: Marketing Dept
Old Onadaga Rd.
P.O. Box 1341
Brantford, Ontario
N3T 5T6   (X)

Timber Specialies Ltd.
Attn: Marketing Dept
6511 A Mississauga Rd.
Mississauga, Ontario
L5N 1A6   (*)

Bond Industries
Attn: Marketing Dept
8415 MacArthur Dr.
Campbellville, Ontario
L0P 1B0   (X)

Crila Plastic Industries Ltd.
Attn: marketing dept
195 Healey Rd.
P.O. Box 39
Bolton, Ontario
L0P 1A0   (?)

Henkel Chemicals Canada Ltd.,
Attn: Service de Marketing
9550 Ray Lawson Blvd.
Montreal, P.Q.,
H1J 1L3 (?)

R. Fryer Forest Products
Attn: Marketing Dept
Hyw. 64
Monetville, Ontario
POM 2K0 (X)

G.W. Martin Lumber Ltd.
Attn: Marketing Dept
Elephant Lake Rd.
Harcourt, Ontario
K0L 1X0 (X)

Noranda Building Materials
Attn: Marketing Dept
4 King St. W. Ste. 800
Toronto, Ontario
M5H 3K1 (X)

Stave River Sawmill Ltd.,
Attn: Marketing Dept
19966 Whart Street
Maple Ridge, B.C.,
V2X 1A1 (?)

Maurice Bruhm Ltd.,
Attn: Marketing Dept
R.R. 3
Mahone Bay, N.S.,
B0J 2E0 (X)

Materiaux Blanchet Inc.,
Attn: Service de Marketing
5055 boul Hamel Ouest
Quebec City, P.Q.,
G2E 2G6 (X)

Associations

Canadian Home Builders' Association
200 Elgin St., Suite 502
Ottawa, Ont.
K2P 1L5 (X)

Cooperative Housing Foundation of Canada
275 Bank Street
Suite 202
Ottawa, Ont.
K2P 2L6 (?)

Standards Council of Canada
350 Sparks St., Suite 1200
Ottawa, Ont.
K1P 6N7 (?)

Coop Atlantic
123 Halifax St.
P.O. Box 750
Monton, N.B.
E1L 8N5 (?)

Ontario Public Interest Research Group
229 College St., OPIRG Provincial
Room 203
Toronto, Ont.
M5T 1R4 (?)

Canadian Council of Better Business Bureaus
2180 Steeles Ave. W., Suite 219
Concord, Ont. (?)

Toronto Home Builders Association
5218 Yonge St.
Willowdale, Ont.
M2N 5P6 (*)

Ottawa-Carleton Home Builders Association
30 Concourse Gate
Nepean, Ont.
K2E 7V7 (X)

Fredericton Construction Association
280 Charlotte
Fredericton, New Brunswick
E3B 1L4 (?)

New Brunswick Home Builders Association
280 Charlotte
Fredericton, N.B.
E3B IL4 (X)

Labour Council of Metropolitan Toronto
15 Gervais Dr., Suite 407
Don Mills, Ont.
M3C 1Y8 (?)

Solar Energy Society of Canada Inc.
5 York St., Pent. 3
Ottawa, Ont.
K1N 5S7 (*)

Personal Achievement International Inc.
2490 Bloor St. W.
Toronto, Ont.
M6S 1R4 (?)

Canadian Institute of Energy
Energy Resources Building
640 - 5th Ave. S.W.
Suite 229
Calgary, Alberta
T2P 0M6 (X)

Energy Educators of Ontario
229 College St., Suite 206
Toronto, Ont.
M5T 1R4 (X)

Energy Users Council
c/o Springer Development Corporation
6715 - 8th St. N.E., Suite 200
Calgary, Alberta
T2E 7H7 (X)

Low Energy Building Council
135 York St., Suite 206
Ottawa, Ont,
K1N 5T4 (X)

North Saskatchewan Building and Construction
Trades Council
315 Avenue M South
Saskatoon, Sask.
S7M 2K5 (?)

North Eastern Ontario Building and
Construction Trades Council
4 Durham St. N.
Sudbury, Ont.
P3C 5E4 (?)

Northwestern Ontario Building and Construction
Trades Council
905 Tungsten St.
Thunderbay, Ont.
P7B 5Z3 (?)

Prince Edward Island Building and
Construction Trades Council
1 Jordan Cres.
Charlottetown, P.E.I.
C1A 2W2 (X)

Southern Alberta Building and
Construction Trades Council
120 - 17th Ave., Room 403
Calgary, Alberta
T2S 2T2 (?)

Whitehorse and Yukon Area Building and
Construction Trades Council
106 Strickland St.
Whitehorse, Yukon Territory
Y1A 2J5 (?)

Canadian Institute of Plumbing and Heating
5468 Dundas St. W.
Suite 414
Islington, Ont.
M9B 6E3 (X)

National Energy Conservation Association
5 Donald St.
Suite 620
Winnipeg, Manitoba
R3L 2T4 (*)

The Conservation/Renewable Energy Industry
Council
135 York St.
Ottawa, Ont.
K1N 5T4 (X)

Canadian Manufactured Housing Institute
77 Metcalfe St., Suite 306
Ottawa, Ont.
K1P 5L6 (?)

Home Owners' Association
2590A Yonge St.
Toronto, Ont.
M4P 2J3 (X)

Canadian Electrical Association
1 Westmount Sq., Suite 500
Montreal, Quebec
H3Z 2P9 (X)

* Manitoba Buildings Officials Assoc.
401 York Ave., Room 510
Winnipeg, Manitoba
R3C 0P8 (?)

New Brunswick Building Officials Assoc.
P.O. Box 2235, Station C
Saint John, N.B.
E2L 3V1 (?)

Newfoundland and Labrador Construction Assoc.
78 O'Leary Ave., P.O. Box 8008
St. John's, Nfld.
A1B 3M7 (X)

Whitehorse and Yukon Area Building
and Construction Trades Council
106 Strickland St.
Whitehorse, Yukon
Y1A 2J5 (?)

Canadian Construction Association
85 Albert St., 2nd Floor
Ottawa, Ont.
K1P 6A4 (X)

Construction Association of New Brunswick Inc.
P.O. Box 1282, 98 Prospect St.
Fredericton, N.B.
E3B 5C8 (?)

Construction Association of P.E.I.
92 1/2 Queen St., P.O. Box 728
Charlottetown, P.E.I.
C1A 7L3 (?)

Construction Safety Association of Ontario
74 Victoria St., 10th Fl.
Toronto, Ont.
M5C 2A5 (?)

South Saskatchewan Building and Construction Trades Council
1802 McAra St.
Regina, Sask.
S4N 6C4 (?)

Northern Alberta Building and Construction Trades Council
4232 - 93rd St.
Edmonton, Alberta
T6E 5P5 (?)

Winnipeg Construction Association
290 Burnell St.
P.O. Box 737
Winnipeg, Manitoba
R3C 2L4 (?)

Mainland Nova Scotia Building and
Construction Trades Council
3700 Kempt Rd., Suite 204
Halifax, N.S.
B3K 4X8 (?)

Manitoba-Winnipeg Building and
Trades Council
1080 Wall St.
Winnipeg, Manitoba
R3E 2R9 (?)

Construction Specifications Canada
1 St. Clair Ave. W., Suite 1206
Toronto, Ont.
M4V 1K6 (?)

Council of Canadian Building Officials Assoc.
P.O. Box 1790
Regina, Sask.
S4P 3C8 (?)

Council of Ontario Construction Associations
920 Yonge St., Suite 602
Toronto, Ont.
M4W 3C7 (X)

Ontario Association of Architects
50 Park Rd.
Toronto, Ont.
M4W 2N5 (*)

Royal Arhitectural Institute of Canada
328 Somerset St. W.
Ottawa, Ont.
K2P 0J9 (X)

Saskatchewan Association of Architects
326 - 11th St. E.
Saskatoon, Sask.
S7N 0E7 (X)

The Alberta Association of Architects
Daggan House
10515 Saskatchewan Dr.
Edmonton, Alberta
T6E 4S1 (?)

Alberta Association of Designers
and Architectural Technologists
121 - 15th Ave. S.E.
Suite 300
Calgary, Alberta
T2G 1G1 (?)

Architects Association of P.E.I.
P.O. Box 1766
Charlottetown, P.E.I.
C1A 7N4 (?)

Architectural Institute of B.C.
970 Richards St.
Vancouver, B.C.
V6B 3C1 (?)

Manitoba Association of Architects
100 Osborne St. S., 2nd Floor
Winnipeg, Manitoba
R3L 1Y5 (?)

Northwest Territories Construction Assoc.
P.O. Box 1889
Yellowknife, N.W.T.
X1A 2P4 (?)

Ontario Federation of Construction
15 Gervais Dr., Suite 202
Don Mills, Ont.
M3C 1Y8 (?)

Ontario General Contractors Assoc.
6303 Airport Rd., Suite 308
Mississauga, Ont.
L4V 1R8 (?)

Ottawa Construction Association
196 Bronson Ave.
Ottawa, Ont.
K1R 6H4 (X)

P.E.I. Building Officials Associatio9n
P.O. Box 98
Charlottetown, P.E.I.
C1A 7K2 (?)

Toronto Construction Association
1 Sparks Ave.
Willowdale, Ont.
M2H 2W1 (?)

Newfoundland Association of Architects
P.O. Box 5204
St. John's, Nfld.
A1C 5V5 (?)

Nova Scotia Association of Architects
1361 Barrington St.
Halifax, N.S.
B3J 1Y9 (?)

Canadian Window and Door Manufacturers Assoc.
27 Goulburn Ave.
Ottawa, Ont.
K1N 8C7 (X)

Saskatchewan Building Officials Association
P.O. Box 8399
Saskatoon, Sask.
S7K 6C7 (?)

Canadian Association of Home Inspectors
c/o Carson, Dunlop and Associates
597 Parliament St., Suite B-5
Toronto, Ont.
M4X 1W3 (?)

Builders Hardware Manufacturers Association
of Canada
1 Yonge St., Suite 1400
Toronto, Ont.
M5E 1J9 (?)

Building and Construction Trades Department
Canadian Office
151 Sparks St., Suite 814
Ottawa, Ont.
K1P 5E3 (?)

Building Maintenance Contractors Association
P.O. Box 294
Kleinburg, Ont.
L0J 1C0 (?)

Building Owners and Managers Association Canada
372 Bay St., Suite 1700
Toronto, Ont.
M5H 2W9 (X)

The Building Supply Dealers Association
of British Columbia
713 Columbia St., Suite 206
West Minister, B.C.
V3M 1B2 (?)

Manufactured Housing Association of Alberta
4919 - 59th St., Suite 131
Red Deer, Alberta
T4N 6C9 (X)

Ontario Home Builders Association
5218 Yonge St.
North York, Ont.
M2N 5P6 (?)

The Architectural Conservancy of Ontario Inc.
Ontario Heritage Centre
10 Adelaide St. E.
Toronto, Ont.
M5C 1J3 (?)

Independent Lumber Dealers Cooperative
596 Kingston Rd. W., Suite 100
Ajax, Ont.
L1T 3A2 (X)

Lumber and Building Materials Association
of Ontario Inc.
4500 Sheppard Ave. E., Unit F
Scarborough, Ont.
M1S 3R6 (?)

National Association of Independent
Building Materials Distributors
6681 Park Ave.
Montreal, Quebec
H2V 4J1 (?)

Atlantic Building Supply Dealers Association
95 Foundry St., Suite 441
Moncton, N.B.
E1C 5H7 (?)

Canadian Retail Hardware Association
6800 Campobello Rd.
Mississauga, Ont.
L5N 2L8 (X)

Prince George Home Builders Association
3581 - 18th Ave.
Prince George, B.C.
V2N 1B1 (X)

Alberta Insulation Contractors Association
Northern
10215 - 176th St.
Edmonton, Alberta
T5S 1M1 (?)

British Columbia Insulation Contractors
Association
4299 Canada Way, Suite 242
Burnaby, B.C.
V5G 1H3 (?)

The Master Insulators' Association of Ontario
Inc.
5915 Airport Rd., Suite 525
Mississauga, Ont.
L4V 1T1 (X)

British Columbia Housing Foundation
198 West Hastings St., #106
Vancouver, B.C.
V6B 1H2 (X)

Calgary Residential Services Society
3410 Spruce Drive S.W.
Calgary, Alberta
T3C 3A4 (X)

British Columbia Construction Association
305 - 1208 Wharf, Suite 305
Victoria, B.C.
V8W 3B9 (X)

Construction Association of Victoria
1075 Alston
Victoria, B.C.
V9A 3S6 (?)

Canadian Hardware and Housewares
Manufacturers' Association
1990 Ellesmere Rd., Suite 10
Scarborough, Ont.
M1H 2W2 (?)

Canadian Association of Housing and
Renewal Officials
20 Rochester St., Suite 1
P.O. Box 3312, Station D
Ottawa, Ont.,
K1P 6H8 (?)

Canadian Housing Design Council
171 Bank St.
Ottawa, Ont.
K2P 1W5 (X)

Institute of Housing Management
5218 Yonge St.
Willowdale, Ont.
M2N 5P6 (?)

Ontario Door and Hardware Institute
1622 Magenta Court
Mississauga, Ont.
L5G 3A7 (X)

Greater Windsor Home Builders Association Inc.
P.O. Box 771
Windsor, Ont.
N9A 6K1 (X)

Housing and Urban Development
Association of Nova Scotia
c/o Veinotte Construction Ltd.
Halifax, N.S.
B3N 2E8 (?)

Ontario Carpentry Contractors Assoc.
1 Breensboro Dr., Suite 305
Rexdale, Ont.
M9W 1C8 (?)

Building Owners and Managers Association
401 - 131 9th Ave. S.W.
Calgary, Alberta
T2P 1K1 (X)

Calgary Construction Association
2725 - 12th St. N.E.
Calgary, Alberta (X)

Calgary Home Builders Association
100 - 3016 5th Ave. N.E.
Calgary, Alberta
T2A 6K4 (X)

Calgary Residential Services Society
3410 Spruce Drive S.W.
Calgary, Alberta
T3C 3A4 (?)

Architectural and Building
Technologists Association of Manitoba
290 Burnell St.
Winnipeg, Manitoba
R3G 2A7 (?)

Manitoba Home Builders Association
237 - 1120 Grant, Suite 239
Winnipeg, Manitoba
R3M 2A6 (X)

Western Retail Lumbermen's Association
1004-213 Notre Dame
Winnipeg, Manitoba
R2H 0C4 (*)

Building Owners and Managers
Association of Saskatchewan
1779 Albert
Regina, Sask.
S4P 2S7 (?)

Amalgamated Construction Association
of British Columbia
2675 Oak
Vancouver, B.C.
V6H 2K2 (?)

British Columbia Housing Foundation
198 West Hastings
Vancouver, B.C.
V6B 1H2 (X)

Building Owners and Managers Association
540 Burrard
Vancouver, B.C.
V6C 2K1 (?)

Columbia Housing Advisory Association
2250 Commercial Drive
Vancouver, B.C.
V5N 4B5 (X)

Greater Vancouver Home Builders' Association
3-15355 102A Avenue
Surrey, B.C.
V3R 7K1 (X)

Alberta Construction Association
P.O. Box 3830, Station D
Edmonton, Alberta
T5L 4J8 (X)

Alberta Home Builders' Association
205 - 10544 114th St.
Edmonton, Alberta
T5H 3J7 (X)

Construction Owners Association of Alberta
Suite 1410 - 10235 101 St.
Edmonton, Alberta
T5J 3G1 (?)

Regina Construction Association
1935 Elphinstone
Regina, Sask.
S4T 3N3 (?)

Regina Home Builders' Association
857 Arcola
Regina, Sask.
S4N 0S9 (?)

Saskatchewan Home Builders' Association
857 Arcola
Regina, Sask.
S4N 0S9 (X)

Saskatchewan Construction Association
Construction House
1939 Elphinstone St.
Regina, Sask.
S4T 3N3 (?)

Saskatoon Construction Association
532 2nd Ave. N.
Saskatoon, Sask.
S7K 2C5 (?)

Saskatoon Home Builders' Association
110 - 2103 Airport Dri.
Saskatoon, Sask.
S7L 6W2 (?)

Saint John Construction Association
263 Germain
Saint John, N.B.
E2L 2G7 (?)

Association des commissaires
  industriels du Quebec
261 rue St. Jacques ouest
5e etage
Montreal, Que.
H2Y 1M6 (?)

L'Association quebecoise des
  agents du batiment inc.
37 boul. Brien
Repentigny, Que.
J6A 4R9 (X)

Association des detaillants de
  materiaux de construction du Que.
4270 rue Jean-Talon est, Suite 102
Montreal, Que.
H1S 1J7 (?)

Confederation des syndicats
  nationaux -- Construction
1601 ave. De Lorimier
Montreal, Que.
H2K 4M3 (?)

Conseil des metiers du batiment
  et de la construction de Montreal
209 boul. Champlain
Chatequguay, Que.
J6K 2R5 (?)

Council of Ontario Contractors Associations
1 Sparks Ave.
Willowdale, Ont.
M2H 2W1 (?)

Association des Entrepreneurs
en construction du Quebec
1990 Bd. Charest O
Ste Foy, Que.
G1N 4K8 (X)

Association provinciale des
Constructeurs d'Habitation du Quebec
3291 ch. Ste Foy
Ste Foy, Que.
G1X 3V2 (?)

Association quebecoise pour la maitrise
de l'energie
1259 rue Berri
Bureau 510
Montreal, P.Q.
H2L 4C7 (X)

Association de la construction de Quebec
375 Verdun
Quebec, Quebec
G1N 3N8 (?)

Conseil Provincial du Quebec
de la construction (International)
2120, Bd. Pere-Lelievre
Quebec, Quebec
G1P 2X1 (X)

Federation de la construction du Quebec
1279, Bd. Charest O
Quebec, Quebec
G1N 4K7 (?)

Federation nationale des syndicats du
batiment et du bois inc.
1601 avenue De Lorimier
Montreal, Quebec
H2K 4M5 (?)

Association de la construction de Montreal
et du Quebec
4790 place de la Savane
Montreal, Quebec
H4P 1Z6 (?)

Association for Preservation Technology (telephoned) (?)
Heritage Canada (Telephoned) (X)
Consumers Association of Canada, Quebec (telephoned) (*)

Government publications (federal; provincial; municipal)

Communications/Publications Dept.
Ministry of Energy, Mines and
  Petroleum Resources
Parliament Bldgs.
Victoria, B.C.
V8V 1X4 (*)

Consumer and Tenancy Relations
Ministry of Labour & Consumer Services
1019 Wharf St., 6th Floor
Victoria, B.C.
V8V 1X4 (X)

Ministry of Municipal Affairs and Transit
Room 301 Parliament Bldgs.
Victoria, B.C.
V8V 1X4 (X)

British Columbia Housing Management Corporation
Ministry of Social Services & Housing
Suite 1701 - 4330 Kingsway
Burnaby, B.C.
V5H 4G7 (X)

B.C. Home Program
Ministry of Social Services & Housing
4000 Seymour Place
Victoria, B.C. (X)

British Columbia Hydro and Power Authority
970 Burrard St.
Vancouver, B.C.
V6Z 1Y3 (*)

Department of Housing
City of Victoria
1 Centennial Sq.
Victoria, B.C. (X)

Land, Banking & Housing
Capital Regional District, Victoria
P.O. Drawer 1000, 524 Yates St.
Victoria, B.C.
V8W 2S6 (?)

Regional Housing Dept.
Greater Vancouver Regional District
4330 Kingsway
Burnaby, B.C.
V5H 4G8 (?)

Building and Electrical Department
City of Vancouver
453 West 12th Ave.
Vancouver, B.C.
V5Y 1V4 (*)

City Clerk's Office
City of Vancouver
453 West 12th
Vancouver, B.C. (?)

Planning Department
RRAP
4 - 175 East 15th
Vancouver, B.C. (*)

Greater Vancouver Housing Corporation
4330 Kingsway
Burnaby, B.C. (?)

Information Center
Department of Energy
Petroleum Plaza Tower
9915 - 108 St.
Edmonton, Alberta
T5K 2C9 (X)

Alberta Consumer and Corporate Affairs
Support & Services
22nd Floor, 10025 Jasper Ave.
Edmonton, Alberta
T5J 3Z5 (*)

Alberta Environment Centre
P.O. Bag 4000
Vegreville, Alberta
T0B 4L0 (X)

Alberta Mortgage and Housing Corporation
9405-50th St.
Edmonton, Alberta
T6B 2T4 (X)

Energy Resources Conservation Board
640 - 5th Ave. S.W.
Calgary, Alberta
T2P 3G4 (*)

Alberta Energy Conservation Branch
Highfield Place
2nd Floor, 10010-106 St.
Edmonton, Alberta
T5J 3L8 (*)

Department of Municipal Affairs
Jarvis Bldg.
9925 - 107 St.
Edmonton, Alberta
T5K 2H9 (X)

Non-Profit Housing Corporation
912 Centennial Bldg.
City Hall
1 Sir Winston Churchill Sq.
Edmonton, Alberta
T5J 2R7 (X)

Planning & Building Dept.
2nd Fl., Boardwalk Bldg.
10310 - 102nd Ave.
Edmonton, Alberta
T5J 2X6 (*)

Planning and Building Dept.
City of Calgary
P.O. Box 2100, Stn. M
Calgary, Alberta
T2P 2M5 (*)

Cooperative, Consumer & Corporate Affairs
1023 - 405 Broadway Ave.
Winnipeg, Manitoba
R3C 3L6 (*)

Consumers' Bureau
C.A.S. Building
114 Garry St.
Winnipeg, Manitoba (?)

Housing Department
Government of Manitoba
287 Broadway Ave.
Winnipeg, Manitoba
R3C 0R9 (*)

"Buy and Renovate"
287 Broadway
Winnipeg, Manitoba
R3C 0R9 (X)

Information Centre
Energy and Mines
Eaton Place
555 - 330 Graham Ave.
Winnipeg, Manitoba
R3C 4A5 (*)

Pamphlets , Housing Department
287 Broadway Ave.
Winnipeg, Manitoba
R3C 0R9 (*)

Pamphlets
Energy & Mines, Information Centre
555 - 330 Graham
Winnipeg, Manitoba
R3C 4A5 (*)

Manitoba Hydro
Box 815
Winnipeg, Manitoba
R3C 2P4 (?)

Planning Examination Branch
5th Floor - 395 Main St.
Winnipeg, Manitoba
R3B 3E1 (?)

Dept. of Municipal Affairs
405 Broadway Ave.
Winnipeg, Manitoba
R3C 3L6 (X)

Neighbourhood Improvement Division (RRAP)
Central Office
4th Floor, 395 Main
Winnipeg, Manitoba (*)

Housing Rehabilitation Office
City of Winnipeg
14 - 794 Sargent Ave.
Winnipeg, Manitoba (*)

Saskatchewan Department of Consumer and
Commercial Relations
Ms. Gillian McCreary
1871 Smith St.
Regina, Sask.
S4P 3V7 (*)

Saskatchewan Housing Corporation
Chestemere Plaza
2500 Victoria Ave.
Regina, Sask.
S4P 3V7 (*)

Saskatchewan Housing Corporation
2nd Floor, Sturdy Stone Bldg.
122 - 3rd Ave. N.
Saskatoon, Sask.
S7K 2H6 (*)

Publications Office
Ministry of Energy & Mines
Government of Saskatchewan
T.D. Bank Bldg.
1914 Hamilton St.
Regina, Sask.
S4P 4V4 (?)

Acts and Publications
Government of Saskatchewan
3475 Alberta
Regina, Sask. (X)

Department of Urban Affairs
Government of Saskatchewan
2151 Scarth St.
Regina, Sask.
S4P 3V7 (X)

Saskatchewan Power Corporation
2025 Victoria Ave.
Regina, Sask.
S4P 3C4 (*)

Saskatchewan Government Information Services
Legislative Building, Room 3
Regina, Sask.
S4S 0B3 (?)

Pamphlets
City of Regina
P.O. Box 1790
Regina, Sask.
S4P 3C8 (X)

Regina Urban Development
City Hall - 8th Floor
P.O. Box 1790
Regina, Sask.
S4P 3C8 (*)

Regina RRAP (telephoned) (X)

Ministry of Housing
Communications and Information Services
17th Floor - 777 Bay St.
Toronto, Ont.
M5G 2E5 (*)

Consumer and Buildings Programs
Ministry of Energy
56 Wellesley St. W., 10th Fl.
Toronto, Ont.
M7A 2B7 (X)

Ministry of Consumer and Commercial Relations
555 Yonge St.
Toronto, Ont.
M7A 2H6 (*)

Housing Field Operations
Ontario Home Renewal Program
777 Bay St., 2nd Fl.
Toronto, Ont.
M5G 2E5 (*)

Ontario Housing Corporation
Ministry of Housing
Central Branch Office
4950 Yonge
Toronto, Ont. (X)

Ontario Renovation Information Center
16 Howland Rd.
Toronto, Ont. (X) (Note: no longer in operation)

Information Resource Centre
Ministry of Energy
12th Floor, 56 Wellesley St. W.
Toronto, Ont. (X)

Ontario Hydro
700 University Ave.
Toronto, Ont.
M5G 1X6 (?)

Ontario Ministry of Municipal Affairs
777 Bay St.
Toronto, Ont.
M5G 2E5 (X)

Ottawa Consumer Services Bureau
2nd Floor, 10 Rideau St.
Ottawa, Ont.
K1N 9J1 (X)

Housing Department
City of Toronto
112 Elizabeth St.
Toronto, Ont.
M5G 1P5 (X)

Ottawa-Carleton Housing Department
222 Queen , 8th Fl.
Ottawa, Ont.
K1P 5Z3 (X)

Metropolitan Toronto Housing Corporation
20 York Mills Rd., 3rd Fl.
Willowdale, Ont.
M2P 2C2 (X)

Housing (City Living)
214 Hopewell Ave.
Ottawa, Ont. (X)

Ministere des Affaires Municipales
20, ave. Chauveau
Quebec, P.Q.
G1R 4J3 (X)

Hydro Quebec
75 Boulevard Dorchester ouest
Montreal, P.Q.
H2Z 1A4 (?)

Hydro Quebec International
800 boulevard de Maisonneuve est
23ieme etage
Montreal, P.Q.
H2L 4L8 (?)

Societe d'habitation du Quebec
1054 rue Conroy, Bloc 2
Aile St-Amable, 4e et.
Quebec, Quebec
G1R 5E7 (*)

Ministere de l'Energie et des resources
200, ch. Ste-Foy, 7e et.
Quebec, Quebec
G1R 4X7 (?)

Office de la protection du consommateur
400, boul. Jean-Lesage, bur. 450
Quebec, Quebec
G1K 8W4 (*)

Office municipal d'habitation de Quebec (OMHQ)
600-350 Bd. Charest E.
Quebec, Quebec
G1K 3H5 (X)

Societe municipale d'habitation de Montreal
425 rue Sherbrooke est
Montreal, Quebec
H2L 1K2 (X)

Association des offices municipaux d'habitation
du Quebec
207 - 2095 Bd. Charest O
Ste Foy, Quebec
G1N 4L8 (X)

Societe municipale d'habitation Champlain (SOMHAC)
2 Chauveau
Quebec, Quebec
G1R 4J3 (X)

Urbanisme -- Habitation
2 des Jardins
Quebec, Quebec
G1R 4L5 (X)

Restauration
Edifice Price
65 Ste-Anne
Quebec, Quebec
G1R 3X5 (?)

Loisirs et parcs
1595 Mgr-Plessis
Quebec, Quebec
G1M 1A2 (X)

Housing Development
155 Notre Dame E.
Montreal, Que. (X)

Renovation Permits
810 St. Antoine E.
Montreal, Que. (X)

Department of Natural Resources and Energy
Box 6000
Fredericton, N.B.
E3B 5H1 (*)

New Brunswick Department of Justice
Consumer and Corporate Affairs Branch
Centennial Bldg.
Box 6000
Fredericton, N.B.
E3B 5H1 (X)

New Brunswick Housing Corporation
Societe d'habitation du Nouveau-Brunswick
25 Beaverbrook Ave.
Saint-John, N.B. (*)

New Brunswick Electric Power Corporation
515 King St.
Fredericton, N.B.
E3B 4X1 (*)

Department of Municipal Affairs and Environment
Carleton Place, 4th Fl.
Box 6000
Fredericton, N.B.
E3B 5H1 (X)

Planning and Building Department
Attn: Robert Robertson
City Hall
P.O. Box 130
Fredericton, N.B.
E3B 4Y7 (X)

St. John Mortgage & Housing Dept. (phone) (X)

Housing Alternatives Inc.
P.O. Box 6246, Station A
St. John, N.B.
A2L 4R7 (?)

Department of Housing
Government of Nova Scotia
Box 815
Dartmouth, N.S.
B2Y 3Z3 (*)

Housing Commission
Head Office
46 Portland St.
P.O. Box 815
Dartmouth, N.S.
B2Y 3Z3 (?)

Department of Consumer Affairs
P.O. Box 998
Halifax, N.S.
B3J 2X3 (*)

Department of Mines and Energy
Energy Information
1701 Hollis
Halifax, N.S. (*)

Department of Municipal Affairs
Maritime Centre, 13th Fl.
1505 Barrington St.
Box 216
Halifax, N.S.
B3J 2M4 (?)

Nova Scotia Power Corporation
Barrington Tower
Scotia Square
Box 910
Halifax, N.S.
B3J 2W5 (?)

Halifax Housing Authority
Main Office
3251 Veith
Halifax, N.S. (X)

P.E.I. Dept. of Energy and Forestry
Shaw Bldg., 105 Rochford St.
Box 2000
Charlottetown, P.E.I.
C1A 7N8 (*)

Consumer Services Division
First Floor, Sullivan Bldg.
20 Fitzroy St.
Charlottetown, P.E.I.
C1A 7N8 (?)

Prince Edward Island Housing Corporation
3rd Floor, 11 Kent St.
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8 (*)

Energy Corporation
105 Rochford St.
Shaw Bldg., Box 2000
Charlottetown, P.E.I.
C1A 7N8 (?)

Charlottetown Building and Planning Dept.
City Hall, P.O. Box 98
Charlottetown, P.E.I.
C1A 7K2 (?)

Newfoundland/Labrador Housing Corporation
P.O. Box 220
2 Canada Dr.
St. John's, Nfld.
A1C 5J2 (X)

Newfoundland and Labrador Dept. of Energy
Atlantic Place
Water St., Box 4750
St. John's, Nfld.
A1C 5T7 (*)

Department of Consumer Affairs and Communications
Box 4750
St. John's, Nfld.
A1C 5T7 (*)

Department of Municipal Affairs
Confederation Bldg. Complex
St. John's, Nfld.
A1C 5T7 (X)

Newfoundland and Labrador Hydro
Philip Place, Elizabeth Ave.
St. John's, Nfld.
A1A 2X8 (X)

Building and Development Services
City Hall
P.O. Box 908
St. John's, Nfld.
A1C 5M2 (X)

Consumer Services
N.W.T. Department of Justice
Box 1320
Yellowknife, N.W.T. (*)

N.W.T. Department of Renewable Resources
Box 1320
Yellowknife, N.W.T.
X1A 2L9 (*)

N.W.T. Housing Corporation
Box 1320
Yellowknife, N.W.T.
X1A 2L9 (?)

N.W.T Housing Corporation
Attn: Hol Logsdon
Community and Program Services Division
Box 2100
Yellowknife, N.W.T.
X1A 2P6 (X)

Department of Municipal and Community Affairs
Box 1320
Yellowknife, N.W.T.
X1A 2L9 (X)

Yellowknife Housing Department (phone) (X)

Yellowknife Chamber of Commerce (phone) (X)

Yukon Dept. of Community and Transportation
Services
Housing Branch
Box 2703
Whitehorse, Yukon
Y1A 2C6 (X)

Publications
Consumer, Corporate and Labour Affairs
Dept. of Justice
Box 2703
Whitehorse, Yukon
Y1A 2C6 (X)

Whitehorse Housing Authority
4051 - 4th Ave.
Whitehorse, Yukon (X)

Publications
Department of Renewable Resources
Box 2703
Whitehorse, Yukon
Y1A 2C6 (?)

Yukon Housing Corporation
Box 2703
Whitehorse, Yukon
Y1A 2C6 (*)

Whitehorse Planning Dept. (phone) (X)

Federal Depts. (contacted by telephone)

Canada Mortgage and Housing Corporation (*)

Energy Mines & Resources (*)

National Research Council (X)

Regional Industrial Expansion (X)

Public Works (X)

Health and Welfare (X)

Environment Canada (X)

Consumer Corporate Affairs (X)

Metric Commission (*)

HARDWARE MERCHANDISING

T. Eaton Co. Ltd.
Hardware Dept.
Executive Office
1 Dundas St. W.
Toronto, Ontario
M5B 1C8 (X)

Kmart Canada Ltd.
Hardware Dept.
8925 Torbram Rd.
Brampton, Ontario
L6T 4G1 (X)

Sears Canada Inc.
Marketing Department
222 Jarvis St.
Toronto, Ontario
M5B 2B8 (X)

Allmar Distributors Ltd.
Marketing Department,
P.O. Box 10, Station F
Winnipeg, Manitoba
R2L 2A5 (?)

Arnold-Lumber-Lumberking
35 Weston Rd.,
Toronto, Ontario
M6N 3P1 (?)

Atlantic Building Materials
General manager
P.O. Box 2002
Riverside Dr.
Corner Brook, Nfld.
A2H 6J5 (?)

A.W.A.R.D.
President
Sunnyside Shopping Plaza
1595 Bedford Hwy.
Bedford, N.S.
B4A 1E7 (?)

Aywald's Ltd.
Vice-President
Water St. West
St. Lawrence, Nfld.
A0E 2V0 (?)

Beaver Lumber Co. Ltd.
Merchandising
7303 Warden Ave.,
Markham, Ontario
L3R 5Y6 (*)

Marcel Baril Ltd.
Director of Administration
P.O. Box 1100
Parc Industriel
Noranda, Quebec
J9X 5P5 (?)

Bird Building Supplies
President
1085 Erin St.,
Winnepeg, Manitoba
R3C 2N7 (?)

Boehmers
Pres. and General Manager
1060 Guelph St.,
P.O. Box 1360
Kitchener, Ontario (X)

Buckwold-Western
General Sales Manager
75 - 24th St. East
Saskatoon, Sask.,
S7K 0K3 (?)

Building Trades Centre
Vice-President
R.R. 6
Bracebridge, Ontario
P0B 1C0 (?)

Canadian Tire Corp.
Marketing Dept.
Box 770, Station K,
Toronto, Ontario
M4P 2V8 (?)

Cashway Building Centres
Marketing Dept.,
1600 Drew Rd.,
Mississauga, Ont.
L5F 1F5 (*)

HARDWARE MERCHANDISING

Castle Building Centres Group Ltd.
Marketing Dept.
312 Dolomite Dr. Suite 220
Downsview, Ontario
M3J 3A2 (X)

Caverhill Learmont Inc.
Marketing Dept.,
455 Peter St.,
Montreal, Quebec
H2Y 2M8 (X)

Chester Dawe Ltd.
Marketing Dept.,
Topsail Rd.,
P.O. Box 8280
St. John's Nfld.
A1B 3N4 (X)

CLB Bath and Kitchen
President
35 Wingold Ave.
Toronto, Ontario
M6P 1B9 (?)

Coates Distributors Ltd.
Marketing Dept.
Box 2311
351 Rothesay Ave.
Saint John, N.B.
E2L 3V6 (?)

Columbia Lumber Co. Ltd.
President
612 Victoria Park Ave.
Toronto, Ontario
M4E 3T7 (*)

Commenwealth Plywood
General Manager
15 Cure Labelle Boul.
Ste-Therese de Blainville, Quebec (X)

Dunlap Brothers Hardware Ltd.,
C.R. Clarke
113 Victoria Street
Amherst, Nova Scotia
B4H 3Z5 (?)

Eastern Building Centres Ltd.
David Smith
P.O. Box 10
Waverly, Nova Scotia
B0N 2S0 (X)

Eddy hardware Ltd.
Robert Young
615 Main St.
Bathurst, New Brunswick
E2E 3Z3 (?)

Fairbank Lumber Co. Ltd.
2441 Dufferin St.,
Toronto, Ontario
M6B 3P5 (?)

Federated Cooperatives Ltd.
Box 1050
Saskatoon, Saskatchewan
S7K 3M9 (*)

Ferlac Inc.
444 rue Principal
St-Prime, Quebec
G0W 2W0 (X)

Goineau-Bousquet Cie. Ltee.
164, Boul. des Laurentides
Laval, Quebec
H7G 4P6 (?)

Hensall Dist. Cooperative Inc.
P.O. Box 219
1 Davidson Drive,
Hensall, Ontario
N0M 1X0 (X)

Cooperative Federee de Quebec
Director
4225 boul. St. Joseph
Trois-Rivieres, Quebec
G9A 5L9 (X)

HARDWARE MERCHANDISING

Co-op Atlantic
General Manager
P.O. Box 750
Moncton, New Brunswick
E1C 8N5 (?)

Copp Building Materials Ltd.
Marketing Dept.
45 York Street,
London, Ontario
N6A 1A4 (*)

Daigle Lumber Ltd.
Public Relations
1295 Newton St.
Boucherville, Quebec
J4B 5H2 (*)

Dayvan Ltd.
Marketing Department
33 Dufflaw Rd.
Toronto, Ontario
M6A 2W2 (X)

Gerard Demers Inc.
Vice President
370 Boul. Marie Victorin
St. Pierre-les-Becquets, Quebec
G0X 2Z0 (X)

Dismat Inc.
1400, rue Graham Bell
C.P. 1001
Boucherville, Quebec
J4B 6S8 (?)

Lansing Building Supply (Ont) Ltd.
W.C. Kitchen
258 Sheppard avenue East
Willowdale, Ontario
M2N 3B1 (?)

Lewisports, Wholesalers Ltd.
Bryan MacLaggan
Premier Dr.
Lewisporte, Nfld.
A0G 3A0 (X)

D.H. Lisser (Canada) Inc.
8355 Montview
Montreal, Quebec
H4P 2I9
Attn. R.W. Lisser (X)

Lockharts Ltd.
P.O. Box 5020
Moncton, New Brunswick
E1C 8N2
Attn. D. Campbell (X)

Lumberland Building Material Ltd
5650 Lougheed Highway
Burnaby, B.C.
V5B 2Z8
Attn M. Delesalle (X)

Macleod-Stedman Inc.
1530 Gamble Place
Winnipeg, Manitoba
R3T 1N6
Attn. J. Dillon (?)

Mansfield Importers & Dist. Ltd.
10172-108 Street
Edmonton, Ontario
T5J 1L3
Attn. M. Melnyk (X)

Marchands Unis Inc.
915 rue Paradis
Quebec city, Quebec
G1N 4E3
J.P. Drewitt (X)

Home Hardware Stores Ltd.
34 Henry St. West
St. Jacobs, Ontario
N0B 2N0
Attn. P. Lunt (?)

Homecare Building Centres ltd.
1001 Finch Ave. W.
Suite 200
Downsview, Ontario
M3J 2C7
Attn. D.B. Mackenzie (*)

HARDWARE MERCHANDISING

D.H. Howden & Co. Ltd.
635 Soutdale Rd.
P.O. Box 2485
London, Ontario
N6A 4G8
Attn. R.C. McKerlie (?)

Ideal Supply Co. Ltd.
1045 Wallace Ave. N.
Listonel, Ontario
N4W 3H7
Attn. J.H. MacDonald (?)

Independent Lumber Dealers Cooperative
Suite 100, 596 Kingston Rd. W.
Pickering Village
Ajax, Ontario
L1T 3A4
Attn. P. Crocker (?)

Irly Distributors Ltd.
7846-128th St.
Surrey, Bristish Colombia
V3T 4X7
Attn. Bruce McPhee (?)

Joybern Sales Inc.
85 Northline Rd.
Toronto, Ontario
M4B 3E9
Attn. B. Causton (?)

K.T. Products
(Division of Kirkland and Thompson Ltd.)
5271 Regent St.
Burnaby, B.C.
V5C 4H4
Attn. John D. Willis (X)

Pilon Ltee.
5 Boul. Montclair
Hull, Quebec
J8Y 2E3
Attn. R. Lavoie (X)

Pioneer Co-op
1150 Central North
Swift Current, Sask.
S9H 0G1
Attn. G.A. Doucet (*)

Plumbing Mart Corp.
1287 Kennedy Rd.,
Scarborough, Ontario
M1P 2L4
W.A. Gibson (?)

Potvin & Bouchard Inc.
3900 rue St. Jean
P.O. Box 550
Jonquiere, Quebec
G7X 7W4
Attn. L. Bouchard (X)

Les Promotions Atlantique Inc.
770 boul. Guimond
Longueuil, Quebec
J4G 1V6
Attn. A. Pouliot (X)

Revelstoke Companies Ltd.
508-24th St. S.W.
P.O. Box 2501
Calgary, Alberta
T2P 2N2
Attn. Marketing Dept.(X)

Rocamora Bros. Canada
Marketing Dept.
35 Wingold
Toronto, Ontario
M6B 1P9 (X)

Rogers Hardware Co. Ltd.
Merchandising Manager
P.O. Box 606
139 Queen St.
Charlottetown, P.E.I.
C1A 7L3 (X)

Nelson Lumber Co. Ltd.
P.O. Box 620
5027-44th St.
LLoydminister, Alberta
S9V 0Y8
Attn. A.M. Nelson (?)

North America Lumber
205 Port St.
Winnipeg, Man.
R3C 1E3 (?)

HARDWARE MERCHANDISING

North Battleford Coop Assn. Ltd.
9800 Territorial Dr.
North Battleford, Sask.
S9A 3B5
Attn. Jerry Reschny (?)

OK Builders Supplies Ltd.
14-1925 Kirshner Rd.
Kelowna, B.C.
V1Y 4N7
Attn. Ray Busch (X)

P&H Wholesalers Inc.
1117 rue St. Catherine ouest
bureau 408
Montreal, Quebec
H3B 1H9
Attn. Paul Roy (?)

Les Distributeurs Papineau Inc.
776 Boul. Maloney Est.
Gatineau, Quebec
J8P 1G6
Attn. J. Brabant (X)

J. Pascal Inc. (Hardware)
J.Pascal Stores Ltd. (Furniture)
901 rue Bleury
Montreal, Quebec
H2Z 1M5
Attn. Sidney Pascal (X)

Peavy Industries Ltd.
2420-50th Avenue
Red Deer, Alberta
T4R 1M3
Attn. K.N. Nilsson (X)

A.J. Walker & Sons Ltd.
Marketing Dept.
905-917 Prince St.
Truro, N.S.
B2N 5C7 (X)

C.N. Weber Ltd.
Marketing Dept.
675 Queen St. S.
P.O. Box 1418
Kitchener, Ontario
N2G 4H6 (X)

West Fraser Building Supplies Ltd.
Marketing Dept.
1000-1100 Melville St.
Vancouver, B.C.
V6E 4A6 (X)

Western Canada Importers
Marketing Department
P.O. Box 788, Station M
1825 30th Ave. N.E.
Calgary, Alberta (X)

Western-Handy Andy
2075 Haig Ave.
Montreal, Quebec
H1N 3E2 (X)

White-Wood Distributors Ltd.
5 - 130 Plymouth St.
Winnipeg, Manitoba
R2X 2Z1 (X)

Windsor Plywood
Marketing Dept.
10382 176th St.
P.O. Box 560
Surrey, B.C.
V3T 5M5 (?)

Yorkton Co-op
30 - 3rd Ave. N.
Yorkton, Sask.
S3N 2V8 (X)

Materiaux Blanchet Inc.
3555 boul. Hamel ouest
bureau 225
Quebec city, Quebec
G2E 2G6
Attn. N. Anctil (X)

Materiaux Lumberland Inc.
9075 Pascal Gagnon
Ville St-Leonard, Quebec
H1P 1Z6
Attn. Archie Moss (X)

MDM Hardware Wholesalers Inc.
1295 rue Newton
Boucherville, Quebec
J4B 6S8 Attn: Yves Graton (X)

Merchants Consolidated Ltd.
630 Kernaghan Ave.
P.O. Box 1025
Winnipeg, Manitoba
R3C 2X3
Attn: W.D. Chalmers (X)

Moffatt and Powell Ltd.
75 Caradoc St. W.
Strathroy, Ont.
N7G 2N5
Attn: Fred Ramsay (?)

Montex Inc.
Attn: Paul Messier
1800 boul. Fortin
Laval, Quebec
H7S 1N8 (X)

Muttart Home-Centre Inc.
P.O. Box 310
10930 - 84th St.
Edmonton, Alberta
T5J 2J6 (X)

Le Groupe Ro-Na Inc.
Attn: Service de Marketing
1250 Nobel
Boucherville, Que.
J4B 5K1 (?)

Distribution Ro-Na Ferco Inc.
Attn: Service de Marketing
1939 Des Sapins Ave.
Chicoutimi, Que.
G7H 5H5 (X)

Saskatoon Co-op Home Centres
Attn: Merchandising Manager
Circle Drive & Ave. 'C' N.
Saskatoon, Sask.
S7K 6H1 (X)

Schurman Supply Div.
Attn: Marketing Dept.
19 Eustane St.
Summerside, P.E.I.
C1N 4K3 (?)

Andrew Sheret Ltd.
Attn: General Manager
P.O. Box 877
Victoria, B.C.
V8W 2S1 (X)

Smith-Barregar Ltd.
Attn: Marketing Dept.
3350 Bridgeway St.
Vancouver, B.C.
V5K 4X6 (X)

Sodisco Inc.
Attn: Marketing Dept.
303, boul. Industriel est
Victoriaville, Que.
G6P 6S6 (X)

Spalding Hardware Ltd.
Attn: General Manager
1616 - 10th Ave. S.W.
Calgary, Alberta
T3C 0J5 (X)

Spinney-Eakins Distributors Ltd.
Attn: Marketing Dept.
P.O. Box 310
Yarmouth, N.S.
B5A 4B3 (?)

C.E. Springer & Co. Ltd.
Attn: Marketing Dept.
1280 Courtney Park Dr.
Mississauga, Ont.
L5T 1N6 (X)

R. Squires & Co. Ltd.
Attn: Marketing Dept.
40 Mills Rd.
Ajax, Ont.
L1S 2H1 (?)

Steers, C.B. 1978 Ltd.
Attn: Marketing Dept.
P.O. Box 88
Corner Brook, Nfld.
A2H 6C4 (X)

Sutherland Centres Inc.
Attn: Marketing Dept.
175 Sutherland Ave.
Winnipeg, Manitoba
R2W 3E5 (?)

Thornes Ltd.
Attn: Marketing Dept.
331 Chesley Dr.
Saint John, N.B.
E2L 4E4 (?)

Thunderbird Electric & Plumbing Supply Ltd.
Attn: Marketing Dept.
2440 Viking Way
Richmond, B.C.
V6V 1N2 (?)

Tim-BR-Marts Ltd.
Attn: Marketing Dept.
1106 - 220 Portage Ave.
Winnipeg, Manitoba
R3C 0A5 (X)

Totem Building Supplies Ltd.
Attn: Marketing Dept.
6920 - 29 Ave. N.W.
Calgary, Alberta
T3B 0B4 (X)

SC Stores Ltd.
Attn: Merchandising
570 Industrial Rd.
London, Ont.
N5V 1V1 (?)

Unimat Distributors Ltd.
Attn: Service de marketing
1117 rue Ste-Catherine ouest
Bureau 408
Montreal, Que.
H3B 1H9 (X)

Union Hardware Wholesale
Attn: Marketing Dept.
141 Snidercroft Rd.
Concord, Ont.
L4K 2J8 (X)

United Co-operatives of Ontario
Attn: Marketing Dept.
151 City Centre Dr.
P.O. Box 527, Station A
Mississauga, Ont.
L5A 3A4 (?)

Groupe
Val Royal Inc.
Attn: Service de marketing
159 Jean Talon ouest
Montreal, Que.
Montreal, Que.
H2R 2X2   (X)

National Association of Independent
  Building Materials Distributors
6681 Park Ave.
Montreal, Quebec
H2V 4J1   (X)

APPENDIX (B)

Survey Instrument

Consumers' Association of Canada

Association des consommateurs du Canada

National Office • Siège social

Box 9300
Ottawa, Ontario K1G 3T9
Telephone (613) 723-0187

Publishers of Canadian Consumer and Le consommateur canadien

January 16, 1989

Dear Sir or Madam,

The Consumers' Association of Canada, in conjunction with the federal government, is conducting a national survey on HOME RENOVATION information available to consumers. We are interested in identifying, and listing, all printed and audio-visual information concerning home renovation in general, as well as specific information about various renovation activities -- financing and planning, roofing, insulating, improving energy efficiency, consumer relations with contractors, etc.

We have selected you as a possible source of printed and/or audio-visual material. If you produce any information of a general or specific nature on home renovation, we would appreciate a list of titles as well as one sample copy of each item. We are interested in receiving any pamphlets, brochures, booklets, reports, flyers, etc. which you produce for general public consumption.

We are not interested in receiving highly technical documents (on such issues as, for example, building standards). If you produce films and videos, a brief description of these titles will suffice (i.e. title, author, date). If you distribute material produced by another source or institution, we would also like to receive this.

We also ask for your cooperation in completing the attached short questionnaire. The Consumers' Association of Canada will use the data from this survey to identify information gaps, distribution methods and regional variations in renovation information. The overall objective behind this survey will be to produce a comprehensive bibliography of home renovation information and to more effectively assist consumers in their renovation activities.

Please send samples of your literature (in both official languages, if available), along with the completed questionnaire, by February 13, 1989. If you do not produce or distribute any information on home renovation, please let us know.

...2/

To ensure speedier delivery, please send all materials by special delivery mail . The Consumers' Association will reimburse you for mailing and literature sample costs upon receipt of invoice.

If you have any questions, please do not hesitate to call me, or Carol Hunter, collect at (613) 224-4536. We can also be reached by Fax at (613) 723-9783.

Thank you very much for your help and for participating in the process of identifying home renovation information from across the country.

Sincerely,

Nancy Damiano
Project Co-ordinator
Consumers' Association of Canada

encl.

HOME RENOVATION LITERATURE, QUESTIONNAIRE

Contact Name: ______________________

Department/Company/Association Name

____

Address: ___________________________

____

Phone: ___________________________

Fax: ___________________________

To assist the Consumers' Association of Canada to analyse publication and distribution trends of HOME RENOVATION LITERATURE, we would appreciate your cooperation in answering the following questions.

Please return this questionnaire along with copies of the pamphlets, booklets, and reports (as requested in the accompanying letter) to:

Nancy Damiano
Consumers' Association of Canada
P.O. Box 9300
Ottawa, Ontario
K1G 3T9
Phone: 613-723-0187
Fax: 613-723-9783

PLEASE RETURN QUESTIONNAIRE AND SAMPLE LITERATURE BY **FEB. 3, 1989**

(1) PLEASE LIST ALL PUBLICATIONS ON HOME RENOVATION BELOW. ATTACH EXTRA SHEET (or catalogue) IF NECESSARY.

Title	Issuing Body (Author)	Date	Price

(2) PLEASE LIST ANY PUBLICATIONS (titles, issuing body, date, price and format) THAT YOU ARE UNABLE TO SEND US AT PRESENT. ALSO INCLUDE HERE AUDIO-VISUAL TITLES.

Title	Issuing Body	Date	Price	Format (pamphlets,vi
____	____	____	____	____
____	____	____	____	____
____	____	____	____	____

(3) WHO DO YOU DISTRIBUTE PUBLICATIONS TO?
(please check all that apply)

to general public ____
to manufacturers and distributors ____
to membership (where applicable) ____
to schools ____
to libraries ____

other (please specify) ____

(4) HOW DO YOU DISTRIBUTE YOUR PUBLICATIONS?
(please check all that apply)

mailed on request ____
mail-order packages ____
door-to-door delivery ____
available in-store to clients/customers ____
reference use only (do not distribute) ____

other (please specify) ____________

(5) YOUR PUBLICATIONS ARE DISTRIBUTED:
(please check all that apply)

locally ____
regionally ____
provincially ____
nationally ____

(6) ARE PUBLICATIONS LISTED IN ANY CATALOGUE OR LIST? Yes ____ No ____

(b) if yes, HOW ARE YOUR CATALOGUES/LISTS DISTRIBUTED?

mailed on request ____
available in-store to clients/customers ____
mail-order packages ____
door-to-door delivery ____
reference use only (do not distribute) ____

other (please specify) ____________

Consumers' Association of Canada

Association des consommateurs du Canada

National Office • Siège social

Box 9300
Ottawa, Ontario K1G 3T9
Telephone (613) 723-0187

Publishers of Canadian Consumer and Le consommateur canadien

Le 19 janvier 1989

Monsieur ou Madame,

L'Association des consommateurs du Canada effectue, en collaboration avec le gouvernement fédéral, un sondage national sur les informations offertes aux consommateurs en matière de RENOVATION DOMICILIAIRE. Nous voulons dresser un inventaire complet de la documentation imprimée ou audio-visuelle portant sur les aspects généraux de la rénovation domiciliaire et sur divers aspects particuliers tels que le financement et la planification, la toiture, l'amélioration des rendements énergétiques, les rapports entre consommateurs et entrepreneurs, etc.

Vous figurez parmi ceux qui, à notre avis, sont susceptibles d'offrir une documentation imprimée ou audio-visuelle. Si vous produisez des documents sur les aspects généraux ou sur un aspect particulier de la rénovation domiciliaire, nous vous saurions gré de nous en faire parvenir les titres. Nous souhaiterions également obtenir un exemplaire de chaque document (dépliant, brochure, livret, rapport, feuillet publicitaire, etc.) que vous avez préparé à des fins de distribution générale.

Nous ne souhaitons pas recevoir des documents de nature très technique (par exemple, les ouvrages portant sur les normes de construction). Si vous produisez des films ou des vidéos, une brève description (titre, auteur, date) de chacun devrait suffire. Si vous distribuez du matériel produit par d'autres organismes ou institutions, nous aimerions également en recevoir un exemplaire.

Nous vous prions aussi de bien vouloir remplir le bref questionnaire ci-joint. L'Association des consommateurs du Canada utilisera les données provenant du sondage pour déterminer les insuffisances en matière d'information, les méthodes de distribution et les différences régionales en matière d'informations sur la rénovation. L'objectif principal de ce sondage est de dresser une bibliographie complète de la documentation traitant de rénovation et d'offrir une aide plus efficace aux consommateurs s'intéressant aux activités de rénovation.

.../2

Nous vous saurions gré de nous faire parvenir des exemplaires de votre documentation (en français et en anglais, s'il s'agit de documents publiés dans les deux langues officielles) de même que les réponses au questionnaire au plus tard le 15 février 1989. Si vous ne produisez pas ou ne distribuez pas de la documentation en matière de rénovation, veuillez nous en informer.

Pour que nous puissions obtenir votre réponse le plus tôt possible, veuillez avoir l'obligeance de nous la faire parvenir par courrier spécial. Sur réception d'une facture, l'Association des consommateurs du Canada vous remboursera vos frais de poste et le prix des documents que vous aurez envoyés.

Si vous désirez obtenir des renseignements additionnels, n'hésitez pas à me téléphoner ou à appeler Danielle Lavoie (à frais virés) au 613-224-4536. Le numero du télécopieur est 613-723-9783.

Je vous remercie de nous aider à dresser l'inventaire de la documentation offerte dans les différentes régions du pays en matière de rénovation.

Veuillez agréer, Monsieur (Madame), l'expression de ma considération distinguée.

Nancy Damiano
Coordonatrice de project,
Association des consommateurs du Canada

pièces jointes

QUESTIONNAIRE - DOCUMENTATION SUR LA RENOVATION DOMICILIAIRE

Nom de la personne à contacter: ____________________

Nom du département, de la compagnie
ou de l'association: ____________________

____

Adresse: ____

____

Numéro de téléphone: ____________________

Numéro du télécopieur: ____________________

Afin d'aider l'Association des consommateurs du Canada à analyser les tendances en ce qui concerne la publication et la distribution de DOCUMENTS SUR LA RENOVATION DOMICILIAIRE, nous vous saurions gré de répondre aux questions qui suivent.

Veuillez avoir l'obligeance de nous retourner ce questionnaire avec un exemplaire des dépliants, livrets ou rapports, tel que suggéré dans la lettre ci-jointe, avant le 15 février 1989, à cette adresse:

Nancy Damiano
Association des consommateurs du Canada
C.P. 9300
Ottawa (Ontario)
K1G 3T9

Numéro de téléphone: (613) 723-0187
Numéro du télécopieur: (613) 723-9783

1) Veuillez indiquer ci-bas tous les documents sur la rénovation domiciliaire. Ajoutez une page (ou annexez un catalogue) s'il y a lieu.

Titre	Organisme responsable	Date	Prix
________	________________	_____	____
________	________________	_____	____
________	________________	_____	____
________	________________	_____	____

QUESTIONNAIRE - DOCUMENTATION SUR LA RENOVATION DOMICILIAIRE

2) Veuillez indiquer les documents ou publications (titres, organisme responsable, date, prix, et format) que vous ne pouvez pas nous faire parvenir maintenant. Indiquez ici en outre les titres de tout matériel audio-visuel.

Titre	Organisme responsable	Date	Prix	Format (dépliants, vidéos)
________	________	____	____	________
________	________	____	____	________
________	________	____	____	________
________	________	____	____	________

3) A qui sont destinées vos publications?
(veuillez cocher tous les groupes visés)

au public en général ____
aux fabricants/distributeurs ____
aux membres (là ou cela s'applique) ____
aux écoles ____
aux bibliothèques ____
autres groupes (veuillez précisez) ____

4) Comment procédez-vous à la distribution de vos publications?
(veuillez cocher tous les moyens utilisés)

envoi postal sur demande ____
commandes postales ____
distribution de porte à porte ____
disponible en magasin pour les clients intéressés ____
consultation ou références (pas de distribution) ____
autres moyens (veuillez précisez) ____

5) Vos publications sont distribuees à l'échelle:
(veuillez cocher toutes les catégories pertinentes)

locale ____
régionale ____
provinciale ____
nationale ____

QUESTIONNAIRE - DOCUMENTATION SUR LA RENOVATION DOMICILIAIRE

6) Les publications figurent-elles dans un catalogue ou dans une liste?

Oui ____
Non ____

b) Si la réponse est oui, comment vos listes ou catalogues sont-ils distribués?

envoi postal sur demande ____
disponible en magasin pour les clients intéressés ____
commandes postales ____

distribution de porte à porte ____
consultation ou références (pas de distribution) ____
autres moyens (veuillez précisez) ____

MERCI DE VOTRE COLLABORATION!

Consumers' Association of Canada

Association des consommateurs du Canada

National Office • Siège social

Box 9300
Ottawa, Ontario K1G 3T9
Telephone (613) 723-0187

Publishers of Canadian Consumer and Le consommateur canadien

January 17, 1989

Dear Sir or Madam,

The Consumers' Association of Canada, in conjunction with the federal government, is conducting a national survey on courses, services, and community programmes concerning HOME RENOVATION. We are interested in identifying, and listing, all courses offered in the community which concern home renovation in general and/or various renovation activities in particular -- such as financing and planning, roofing, home energy efficiency improvement, consumer relations with contractors, etc.

We have selected your educational institution as a possible location for such courses. If you hold any courses (continuing education, adult education, etc.) on home renovation, and/or if your institution includes a study programme which touches on renovation activities, we would appreciate a list of these courses.

We are also interested in surveying the renovation information available to consumers. If you distribute any printed material to your students (in the form of pamphlets, booklets, brochures), we would appreciate receiving one sample copy of each publication. If you show any films or videos on renovation activities, please list these for us also.

The attached questionnaire is to be used to describe courses or programmes offered. The Consumers' Association of Canada will use the data from this questionnaire survey to identify information gaps in communities; regional variations in courses offered, etc. The overall objective behind this survey is to more effectively assist consumers in their renovation activities.

Please return the completed questionnaire (and samples of instructional material, if available) by February 13, 1989.

To ensure speedier delivery, please return the questionnaire by special delivery mail . The Consumers' Association of Canada shall reimburse you for the mailing and literature sample costs upon receipt of invoice.

..2/

If you have any questions, please do not hesitate to call me, or Carol Hunter. We can be reached (collect) at 613-224-4536 or by Fax at 613-723-9783. We'd appreciate hearing from you even if you do not offer any courses.

Thank you very much for your help and for participating in the process of identifying courses and study programmes on home renovation from across the country.

Sincerely,

Nancy Damiano
Project Co-ordinator
Consumers' Association of Canada

encl.

HOME RENOVATION COURSES AND STUDY PROGRAMMES, QUESTIONNAIRE

To assist the Consumers' Association of Canada to analyse community access to courses and/or study programmes on HOME RENOVATION, we would appreciate your cooperation in answering the following questions.

Please return this questionnaire (along with sample copies of instructional material, as mentioned in the accompanying letter) by February 13, 1989 to:

Nancy Damiano,
P.O. Box 9300
Ottawa, Ontario
K1G 3T9

(1) Name of person completing questionnaire: ____________________

(2) Address of institution: ____

____

Phone: ____________

Fax: ____________

(3) Name of course: ________________________________

____

Subject (if not obvious from course name) _________________

Duration of course: ____________

Level (Beginner's; Intermediate; Advanced) _________________

Language of Instruction _____________________________

Maximum enrollment _____

Is course offered year round? Yes ____________

If no, when is course offered _____________________

(4) HOW ARE COURSES ADVERTISED?
(please check all that apply)

newspaper or flyer ___
radio ___
school calendar ___
television ___

other (please specify) ________________

(5) INSTRUCTIONAL MATERIAL (list titles of publications and/or audio-visual materials used in the course).

Title	Issuing Body(Author)	Date	Price

Please return questionnaire by Feb. 13, 1989 to:

Nancy Damiano
Consumers' Association of Canada
P.O. Box 9300
Ottawa, Ontario
K1G 3T9

THANK YOU FOR YOUR CO-OPERATION!

Consumers' Association of Canada

Association des consommateurs du Canada

National Office • Siège social

Box 9300
Ottawa, Ontario K1G 3T9
Telephone (613) 723-0187

Publishers of Canadian Consumer and Le consommateur canadien

Le 19 janvier 1989

Monsieur ou Madame,

L'Association des consommateurs du Canada effectue, en collaboration avec le gouvernement fédéral, un sondage national sur les cours, les services et les programmes communautaires portant sur la RENOVATION DOMICILIAIRE. Nous voulons dresser un inventaire complet des cours offerts dans la région sur les aspects généraux de la rénovation domiciliaire ou sur divers aspects particuliers tels que le financement et la planification, la toiture, l'amélioration des rendements énergétiques, les rapports entre consommateurs et entrepreneurs, etc.

Votre institution figure parmi celles qui, à notre avis, sont susceptibles d'offrir de tels cours. Si vous offrez des cours sur le rénovation domiciliaire dans le cadre d'un programme de formation des adultes ou d'éducation permanente, ou dans quelqu'autre cadre, ou s'il y a dans votre institution un programme d'études traitant d'activités de rénovation, nous vous saurions gré de nous en faire parvenir la liste.

Nous souhaitons également obtenir un aperçu des informations offertes aux consommateurs en matière de rénovation. L'Association des consommateurs du Canada utilisera les données provenant du sondage pour déterminer les insuffisances en matière d'information dans les régions, les différences entre les cours offerts dans diverses régions, etc. L'objectif principal de ce sondage est d'offrir une aide plus efficace aux consommateurs en ce qui concerne les activités de rénovation.

Nous vous saurions gré de nous retourner le questionnaire complété (et, si possible, des exemplaires des documents pédagogiques utilisés) au plus tard le 15 février 1989.

Pour que nous puissions obtenir votre réponse le plus tôt possible, veuillez avoir l'obligeance de nous la faire parvenir par courrier spécial. Sur réception d'une facture, l'Association des consommateurs du Canada vous remboursera vos frais de poste et le prix du matériel pédagogique que vous aurez envoyé.

.../2

Si vous désirez obtenir des renseignements additionnels, n'hésitez pas à me téléphoner ou à appeler Danielle Lavoie (à frais virés) au 613-224-4536. Le numero du télécopieur est 613-723-9783. Nous serons heureux d'avoir de vos nouvelles même si vous n'offrez pas de cours.

Je vous remercie de nous aider à dresser l'inventaire des cours et des programmes d'études sur la rénovation domiciliaire offerts dans les différentes régions du pays.

Veuillez agréer, Monsieur (Madame), l'expression de ma considératon distinguée.

Nancy Damiano
Coordonatrice de projecc,
Association des consommateurs du Canada

pièces jointes

QUESTIONNAIRE SUR LES COURS ET PROGRAMMES D'ÉTUDES EN MATIÈRE DE RÉNOVATION DOMICILIAIRE

En répondant aux questions qui suivent, vous aiderez l'Association des consommateurs du Canada à déterminer dans quelle mesure les habitants de votre région peuvent bénéficier de cours ou de programmes d'études portant sur la rénovation domiciliaire.

Veuillez avoir l'obligeance de nous retourner ce questionnaire (ainsi que les exemplaires des documents pédagogiques dont il est question dans le lettre ci-jointe) au plus tard le 15 février 1989 à l'adresse suivante:

Nancy Damiano
C.P. 9300
Ottawa (Ontario)
K1G 3T9

1) Nom de la personne qui remplit le questionnaire:

____

2) Adresse de l'institution: ______________________

____

Numéro de téléphone: ______________

Numéro du télécopieur: ______________

3) Titre du cours: ______________________

Sujet (si le titre du cours ne permet pas de le déterminer)

____

Durée du cours: ______________________

Niveau (d'introduction, intermédiaire, avancé): ____________

Langue: ______________________________

Nombre maximum d'inscription: ______________

Le cours est-il offert durant toute l'année? Oui __________

Si la réponse est négative, quand le cours est-il offert?

____

QUESTIONNAIRE SUR LES COURS ET PROGRAMMES D'ETUDES EN MATIERE DE RENOVATION DOMICILIAIRE

4) Quels moyens publicitaires utilise-t-on pour annoncer les cours? (veuillez cocher tous les moyens utilisés)

journaux ou feuillets publicitaires ____
radio ____
calendrier scolaire ____
télévision ____
autres moyens (précisez lesquels) ____
____

5) Matériel pédagogique (inscrivez les titres des documents ou des instruments audio-visuels utilisés pour le cours)

Titre	Organisme responsable (auteur)	Date	Prix

Veuillez retourner le questionnaire au plus tard le 15 février 1989 à l'adresse suivante:

Nancy Damiano
Association des consommateurs du Canada
C.P. 9300
Ottawa (Ontario)
K1G 3T9

MERCI DE VOTRE COOPERATION!

APPENDIX (C)

Technical Review Analysis

APPENDIX (C)

Technical Review of Material CMHC/CAC Project - 1989

Detailed comments on specific publications or batch of publications from each issuing body.

The material is divided into the following categories:

FEDERAL

Metric Commission

Garages - reasonably good technically for basic garage.

Renovating in Metric - not technical, contains vague information on availability of materials in metric.

Regional Industrial Expansion

Paper on the demand for residential renovation for wood based building products - small amount of good info. on some wood products available to renovation market. However, report is not aimed at the technical aspect of renovation, but could be useful to manufacturers.

CMHC

Overall the best source of information on the subject of the study.

The builders' series on doors and windows, drywall and concrete foundations contained very useful information, for builders and homeowners.

The booklet on rehabilitation of older houses is a good treatment, but does not take costs into account, helpful for the serious renovator. New life for an old house - covers general areas well, but is by no means exhaustive.

The part of the brochure on burglary protection that relates to renovation is well illustrated and explained.

The poster giving details of house construction was very useful and informative.

The energy efficient housing construction booklet rates very high, especially with reference to framing. Well illustrated.

EMR

Title	Comments
"Keeping the Heat In"	excellent publication. best source of information on insulation.
"Attic Ventilation"	covers well all aspects of venting
"Heat Pumps"	good start-up information
"Moisture Problems"	briefly covers all aspects
"Heating with: Electricity, Natural Gas, Oil"	overall quality high
"Residential Wood Heating"	good, but some chimney info. outdated.
"Retrofitting Compact Roofs"	OK, overly technical for general audience for some.
"Weatherstripping"	concise and to the point.
"Caulking, Insulation, Air Leaks"	good basic info.
"How's Your House"	may be misleading, in that it only covers some of the areas of the house that should be examined.
"Spring Renovations"	would have been useful to include information on retrofitting your mobile home.
"Fire Safety and Attic Insulation"	overall good quality and comprehensive.
"Windows"	good, but not exhaustive
"Guide to Heating Systems"	overall best publication on heating
"Solar Water Heaters"	very good

"Insulation"	not how-to info. A list of products and their application. Below-grade fibreglass board not mentioned.
"Make Renovations Pay"	basic info. on types of energy renovations that can be undertaken.
"Be Energy Wise"	list of types of info. available.
"How Does Your Furnace Rate?"	good, but no mention of electric furnaces.
"Energy Efficiency of Windows"	very basic info., not technical.

PROVINCIAL AND MUNICIPAL

ALBERTA

Alberta City of Edmonton, Planning & Dev. Dept.	Not technical literature at all - some not relevant to home renovation. Does not go into legal requirements of initiating misc. projects.
Calgary Planning & Building Dept.	This package did not contain home renovation information. Mostly covered municipal requirements for permits, etc.
Alberta Dept. of Energy	Overall good and accurate, but too technical for average consumer.
Alberta Consumer and Corporate Affairs	Useful information on hiring a renovation contractor, large, lot of material, but of only limited use.

Alberta Energy
Conservation Branch

A very good package overall for energy saving and home maintenance - well illustrated and readable. "Ventilating Your Home" good basic information, not hands-on - well illustrated. Windows information, but doors should have been mentioned too. Most homeowners should be able to use info. to advantage.

Caulking/Weatherstripping info. very good, particularly with hands-on info.

Water and Electricity no hands-on info, but basic. Page 16 - no mention of clothes dryer in table - a large consumer of electricity.

"Passive Solar" mostly concerns new construction, but good basic information.

"Re-siding for Energy Conservation". Presents all the options in a basic way. More construction information would be helpful.

"Heating System Maintenance" Most homeowners should be able to cope with suggestions.,

"Condensation Concerns" Good explanation of problems, but not enough info. for corrections.

"Attic Insulation: Selecting a Heating System" good illustrations, useful information.

"Basement Insulation" good brochure, even includes reference to ADA on page 14.

"Wood Heating" good, but not adequate for construction/installation.

"New Homes". Not applicable to study, but contained good information for renovation as well.

BRITISH COLUMBIA

British Columbia, City of Vancouver	Most of the information relates to zoning, permits and subdivisions, but booklets on understanding electrical wiring and plumbing were very good.
B.C. Hydro	Rates high overall. Good comprehensive window information, particularly rebuilding of old windows. Condensation report good and concise. Insulation brochures were very good, but one was too technical. The brochures on oil-to-electric conversions were good, but obviously biased towards electric. The brochures on energy tips and appliance maintenance were very useful - good graphics.
B.C. Min. of Energy Mines	These publications no longer available. This information of very general quality, far too technical and vague.

MANITOBA

Manitoba Dept. of Energy and Mines	Package rates very high Very comprehensive information.

NEWFOUNDLAND

Dept. of Energy	Most of the information seems to have been reproduced from EMR. Most of the package is technically accurate, but not complete information for all areas covered. Information seemed poorly organized and vague. Two numbered technical bulletins - Up to date, useful for contractors, some suggestions not practical, mentions safety.
Consumer Affairs and Communications	only one publication applicable to study - "Buying an Older Home". Not very useful material.

NOVA SCOTIA

Nova Scotia Consumer Affairs	Choosing a Contractor - directed at legal aspects of new construction Home Insulation - very basic info. Tricks of the Marketplace - very little info. on renovation, very basic.
N.S. Dept. of Mines and Energy	Home Heating Workbook - concise, clear information. "How the Home Uses Energy" basic guide. "Backdrafting, Cathedral Ceilings and Building Code" very technical information, raises interesting points which could be debatable. "Moisture Problems"," HRVs", "Bathroom Exhaust Fans" good technically. These rate high as technical documents. "Sealing, Caulking and Weatherstripping" Good, clear and concise.

ONTARIO

Ministry of Housing (Ont.), Comms. Branch	Some of this material not relevant to study, although very useful. The brochure on plans and permits was very good. The series on accessory apartments provided good background information on creating one, property values and economic benefits, although they are not relevant to this study ."Residential Renovation" does not give practical information, just references to building code and would be too technical for home renovators.

	"The Water Resistant House" and "Understanding Your House" are both useful for understanding and treatment of problems, but no hands-on information.
	The brochures on wiring and plumbing contained adequate basic information, but more information would be needed to undertake any work.
Ontario Ministry of Municipal Affairs	Brochure on building permits - useful as a beginning - would need to be used in conjunction Ministry of Housing material.
Consumer and Commercial Relations (Ont.)	Home repairs - not a guide to home renovation. More emphasis on consumer protection. Material good overall.
Ontario Min. of Energy	A good overall series. Rates high.
QUEBEC	
Qubec Govt.	Information on how to get a loan for certain renovations.
Office de la protection du consommateur	Material sent not relevant to the study, but some basic buyer beware information.
PRINCE EDWARD ISLAND	
PEI Housing Corp.	Humorous illustrations, not technical, should mention that architect drawings are useful for larger jobs.
SASKATCHEWAN	
Sask. Housing Corp.	Recommended Standards for Ramps - good basic info. Not much from other sources on this subject. Building on your investment - very vague, not too informative.

Saskatchewan Consumer and Commercial Affairs	Much of this material not relevant to study although useful consumer information. "Wood Foundations" - acceptable, but not detailed enough. Home Insulation - good basic information.

COMMERCIAL

Company	Comments
Manville	well-illustrated and informative booklet on insulation.
Celotex Canada	Insulation - good information sheet.
Tremco (Canada) Ltd.	Good caulking and sealant information.
Lockwood Ltd.	good, accurate product information - one of the best from the few window manufacturers who responded.
Cashway	Basic unbiased information for home handyman on home maintenance and renovation. Covered areas not mentioned in most other publications, particularly the government agencies.
Alca	Overall package very good - concise and easily understandable.
Timber Specialties Ltd.	Clear graphics, some advertising, not much mention of safety aspects.
Domtar	Adequate for small renovations. No professional-type pointers - such as horizontal application of drywall, etc.
BPCO Inc.	These brochures are basically advertising BPCO products. "Shingle roof-how to apply and vinyl siding".very good - a homeowner should read this before deciding to do their own re-roofing.

BPCO Inc.	Insulation brochures not very useful. The ones on baseclad and glasclad are really only applicable to new market, but has good graphics.
Morval-Durofoam	Acceptable basic information on insulation.
W.R. Grace & Co.	limited, but adequate information.
Plastmo Ltd.	High rating. Excellent clarity, well illustrated.
King Packaged Materials Co.	Basic information on manufacturer's products and for small projects. Some info. would probably not pass a building inspector's scrutiny.
Copp's Buildall	A good series of single-sheet how-to facts. Generally rates high, although there are a few simplifications and inaccuracies.
Columbia Lumber	Good information on exterior woodworking projects - accurate and clear.
Weldwood of Canada	Adequate, but more applicable for contractors than home renovators.

ASSOCIATION/CO-OPS/UTILITIES

Ont. Assn. of Architects	Most renovation contracts would probably not abide by more than 25% of the information contained in this brochure. A lot of the information applies to larger or commercial projects.
Council of Forest Industries	Information on this product and some of its uses. Good for the layman, but no comparison with other products.

Federated Cooperatives Ltd.	Information should be adequate for experienced handyman, but contained some professional terminology that may be difficult to understand by the novice. "Garage Guide" - some doubtful structural elements, such as header size, lack of H-clips. "Fence" - durability of spruce? Penta and Creosote - not acceptable everywhere - what about PT? "Deck" - structure didn't seem adequate - no mention of safety rails.
ULC	Should rate in top 10 - excellent publication
N.S. Power Corp.	Electric heat - does not mention drying aspect of baseboard heat or inability to add air exchange, but covers all types of heating systems. Not very expansive, would be necessary to refer to manufacturer's technical data. Insulation levels - not technical, just facts. No mention of R2000. Basement insulation - too short but up to date. More information would add greater clarity.
Sask. Power Corp.	The fact sheets contained in this package gave very brief information - the publication "Energy Efficient Housing: A Prairie Approach" made up for the lack of how-to information in the others. In fact, if the consumer had this publication, the others would be unnecessary. The energy costs given in the factsheet on water heating are probably three years out of date.
Can. Elect. Assn.	A good overall guide, particularly the information on electrical outlets, lighting requirements and water heating. Would recommend that all electricians read and abide by the advice in this guide. On page 2 - concerning replacing windows - I strongly disagree with this statement.

Home Builders Association	"How to Choose a Renovator" - basic info. only.
Solar Energy Society	First group to mention residential sprinklers. Good unbiased points made. Good basic report on heat pumps.
National Energy Conservation Assn.	Some of the brochures not relevant to this study. NECAS services are primarily aimed at retro. contractors, but this literature should be available to the public via either NECA or contractors. Good material, well illustrated, but may be too technical for some.

APPENDIX (D)

Technical Review Ratings

APPENDIX (D)

BEST PACKAGES

In the view of the technical reviewer, the following are the best packages. These are the most useful for homeowner and contractor, were the most well illustrated and relevant to the study. They are in no order.

(1) All EMR publications, but particularly "Keeping the Heat In" and "Guide to Heating Systems".

(2) All CMHC publications, but particularly "The Sensible Rehabilitation of Older Houses".

(3) Plastmo Ltd.

(4) Copp's Buildall

(5) ULC

(6) Sask. Power Corp. - "Energy Efficient Housing: A Prairie Approach".

(7) Man. Dept. of Energy and Mines

(8) Nova Scotia Dept. of Mines and Energy

(9) Ontario Ministry of Energy